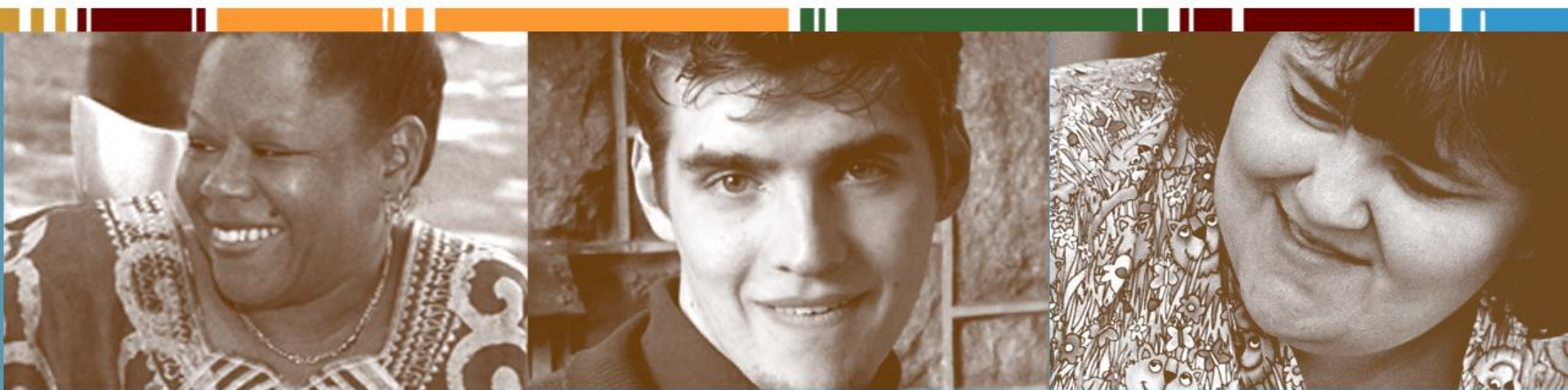




PREVENTION IS POSSIBLE:

Skills and Strategies to Prevent Adult Abuse and Neglect

**Washington DC
August 31, 2015**



Quality Care THROUGH Quality Jobs

Presenters



Cean Eppelheimer

PHI's Midwest Organizational Change Consultant
CEppelheimer@PHInational.org

Hollis Turnham

PHI's Michigan Manager
HTurnham@PHInational.org

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?**

Stress Test Scores



Low Stress

0-15 points

(relatively low levels of stress)

Moderate Stress

16-30 points

(most people fall into this category)

High Stress

31-45 points

(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)

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

TPAAN in Michigan Today

“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.phinational.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



1325 S. Washington Ave.
Lansing, MI 48910
517-372-8310
MIinfo@PHInational.org
www.PHInational.org



...Pass it ON

Federal Trade Commission
ftc.gov/PassItOn





What Is Pass It On?





...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



Overall message

→ “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



...Pass it ON

- 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



You've Won Scams –

FTC v Dayton Family Productions

- 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

...Pass it ON

Report frauds and scams to the Federal Trade Commission



→ 1-877-FTC-HELP

→ ftc.gov/complaint



Questions? Comments?

→ Lisa Schifferle: lschifferle@ftc.gov

sage™

Services & Advocacy
for Gay, Lesbian, Bisexual
& Transgender Elders

LGBT OLDER ADULTS & ELDER ABUSE

HCBS Pre-Conference Intensive
Hilary Meyer
August 31, 2015

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



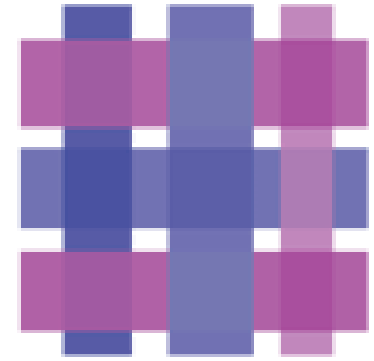
SAGE is the country's largest and oldest organization dedicated to improving the lives of lesbian, gay, bisexual and transgender (LGBT) older adults.

- ✓ 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

National Resource Center



ON LGBT AGING

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.

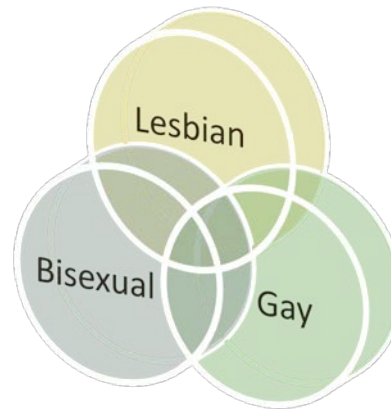
Family of Choice: Diverse family structures that include partners, close friends and other non-biologically, non-legally recognized people

GENDER IDENTITY & SEXUAL ORIENTATION

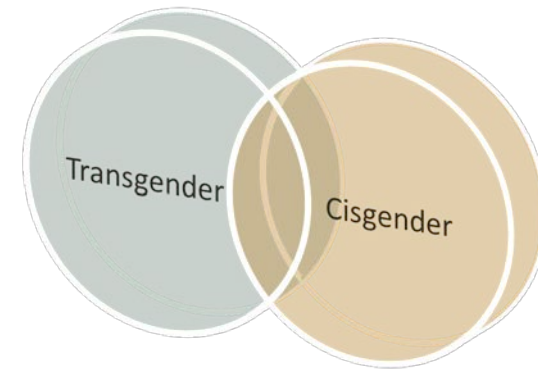


Gender Identity: The gender you feel you are inside (man, woman, neither or both).

Sexual Orientation: A person's primary physical, romantic, and/or emotional attraction to other people.



Sexual Orientation



Gender Identity

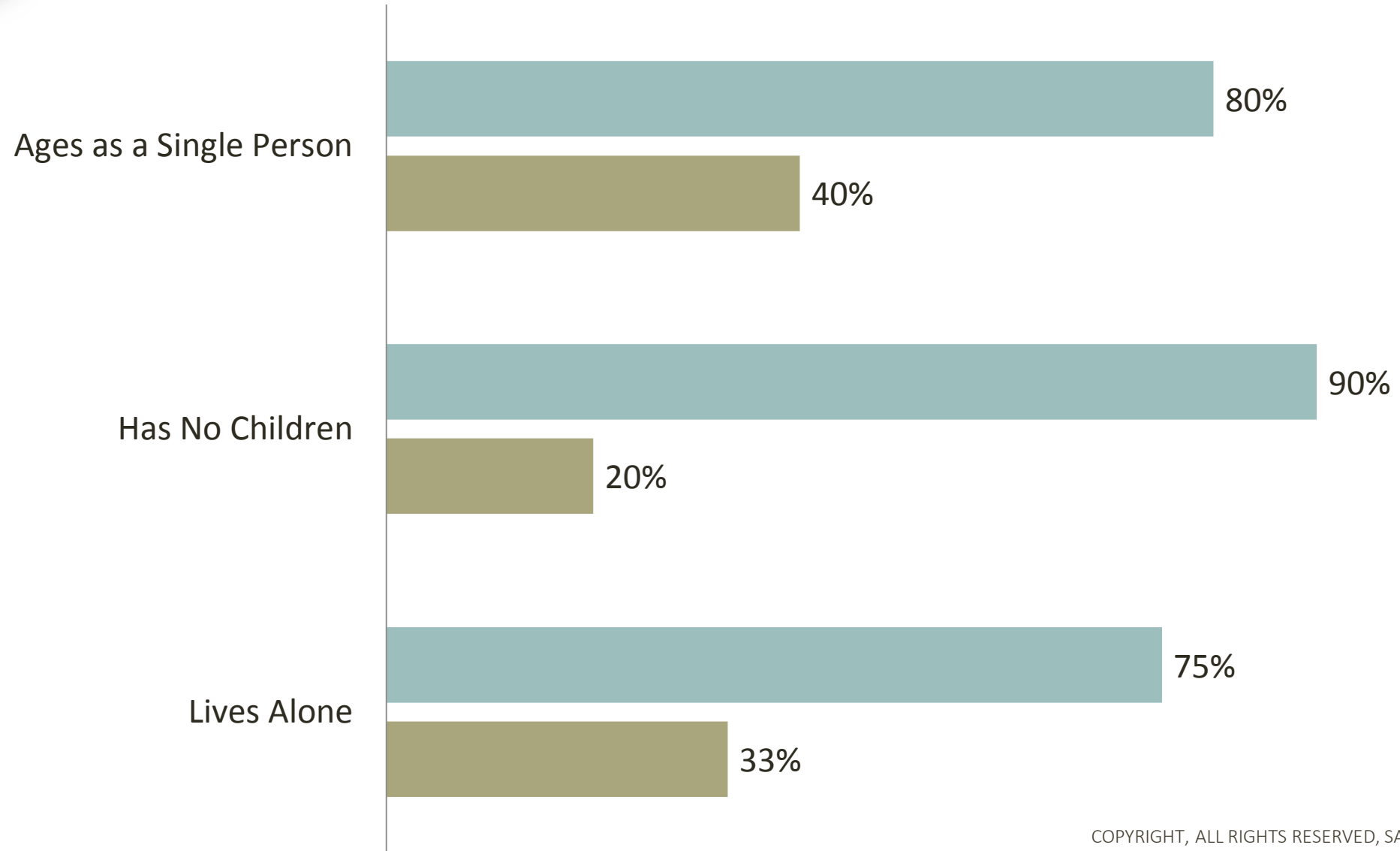
WHAT MAKES LGBT OLDER ADULTS UNIQUE?

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

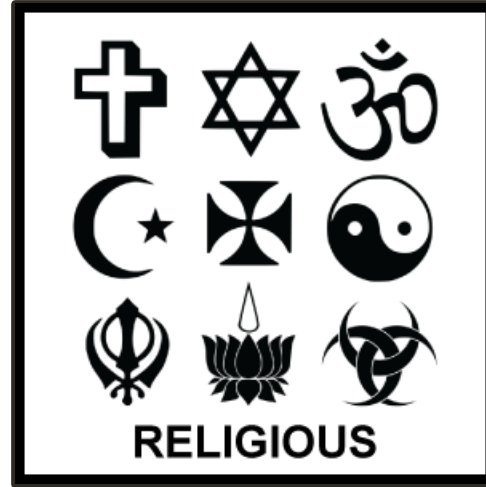
*A **history of discrimination** leaves many LGBT older adults with a **general distrust** of mainstream institutions.*

% of Older Adults

■ LGBT ■ General Population



DISTRUST OF MAINSTREAM INSTITUTIONS



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

HELPFUL PUBLICATIONS




**A Self-Help Guide for LGBT Older Adults and their Caregivers & Loved Ones:
Preventing, Recognizing, and Addressing Elder Abuse**

Are lesbian, gay, bisexual and transgender (LGBT) older adults any more likely than non-LGBT adults to experience elder abuse, neglect, or financial exploitation? We still do not have data that can answer that question, but we do know that between 2% and 10% of all older adults experience abuse, and that LGBT older adults have additional specific vulnerabilities. This article will cover:

- The major types of elder abuse, including those specific to LGBT older adults;
- What LGBT people can do to try to prevent being victimized;
- Signs that family and friends need to watch for that may indicate someone is being victimized; and
- Where and how to seek help if you or someone you care about has been victimized.

Types of elder abuse


Most people picture an abused elder with bruises, burns, or broken bones. In fact, physical abuse makes up only a small part of what's considered elder abuse. The National Center on Elder Abuse (NCEA) defines the various components this way:

Physical abuse is defined as the use of physical force that may result in bodily injury, physical pain, or impairment. Physical abuse may include but is not limited to such acts of violence as striking (with or without an object), hitting, beating, pushing, shoving, shaking, slapping, kicking, pinching, and burning. In addition, inappropriate use of drugs and physical restraints, force-feeding, and physical punishment of any kind also are examples of physical abuse.

Sexual abuse is defined as non-consensual sexual contact of any kind with an elderly person. Sexual contact with any person incapable of giving consent is also considered sexual abuse. It includes, but is not limited to, unwanted touching, all types of sexual assault or battery, such as rape, sodomy, coerced nudity, and sexually explicit photographing.

Emotional or psychological abuse is defined as the infliction of anguish, pain, or distress through verbal or nonverbal acts. Emotional/psychological abuse includes but is not limited to verbal assaults, insults, threats, intimidation, humiliation, and harassment. In addition, treating an older person like an infant; isolating an elderly person from his/her family, friends, or regular activities; giving an older person the "silent treatment," and enforced social isolation are examples of emotional/psychological abuse.

Neglect is defined as 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. Neglect typically means the refusal or failure to provide an elderly person with such life necessities as food, water, clothing, shelter, personal hygiene, medicine, comfort, personal safety, and other essentials included in an implied or agreed-upon responsibility to an elder.



NATIONAL CENTER ON ELDER ABUSE

RESEARCH BRIEF

Mistreatment of Lesbian, Gay, Bisexual, and Transgender (LGBT) Elders

KEY TAKEAWAYS

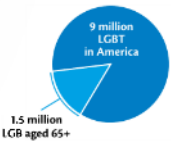
- Many LGBT older adults are at high risk for elder abuse, neglect, and exploitation.
- A pressing need for LGBT elders is dealing with social isolation as isolation is a risk factor for elder abuse.
- Fear of homophobia or transphobia keep LGBT elders from seeking help and services.
- Internalized homophobia or transphobia may affect an LGBT elder's willingness to seek help and put them at risk of self-neglect.
- Some LGBT elders choose to hide their LGBT identity and disclosure of that identity against their wishes can cause problems.
- Elder gay men and lesbians place high value on self-sufficiency and may be reluctant to accept help.
- Be sensitive to an LGBT elder's lack of legal protections, desires, relationships, and potential need to be connected to the LGBT community.

Population Estimates of LGBT Elders

It has been estimated that **9 million Americans identify as lesbian, gay, bisexual, or transgender (LGBT)** (Gates, 2011). It has also been approximated that **1.5 million adults, aged 65 or older, are LGBT** (no transgender estimate provided) (Movement Advancement Project (MAP), Services & Advocacy for Gay, Lesbian, Bisexual, & Transgender Elders (SAGE), & Center for American Progress (CAP), LGBT Older Adults: Facts At A Glance, 2010). It should be noted, however, that estimates of the LGBT population may vary depending upon measurement methods and consideration of those who may not self-identify as LGBT due to societal stigma.

LGBT Elders Face Multiple Challenges

LGBT elders face the typical challenges of aging, including the possibility of elder abuse or domestic violence, in combination with the **threat of discrimination and abuse due to their sexual orientation or gender identity** (Cook-Durkin, 1990). In a 2006 study by MetLife Mature Market Institute, 27% of LGBT Baby Boomers reported that they had great concern about discrimination as they age.



9 million LGBT in America

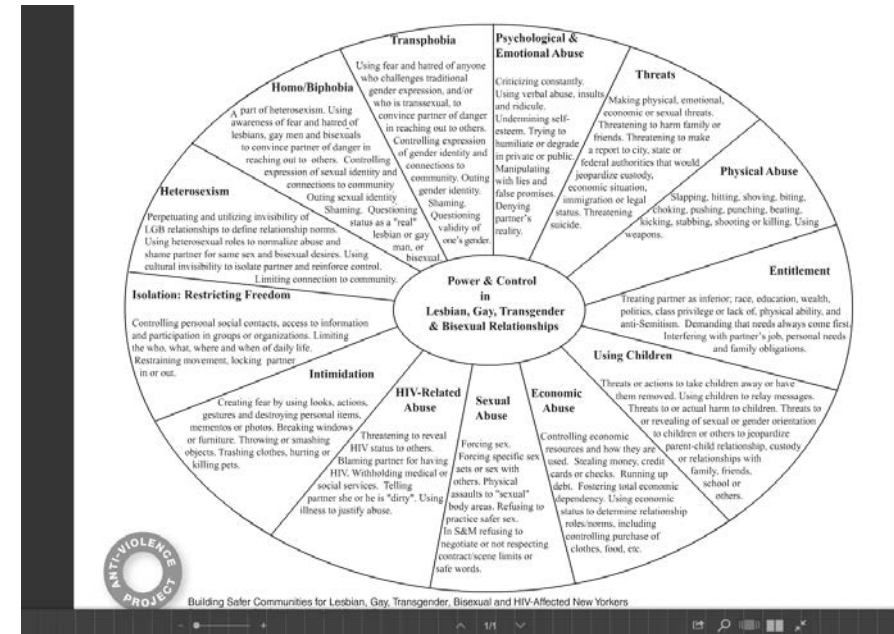
1.5 million LGBT aged 65+



27% of LGBT Baby Boomers fearing discrimination as they age

This **RESEARCH BRIEF** synthesizes the latest available information and research relating to the mistreatment of LGBT elders. Information is provided on the **occurrence of abuse, isolation as a risk factor, issues affecting help seeking, and tips for working with LGBT elders**

Research Brief: LGBT Elders



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

GA Department of Human Services

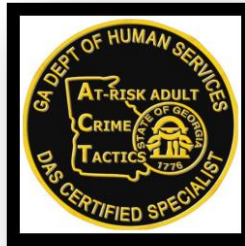
Mission

Strengthen Georgia by providing individuals and families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.



GEORGIA DIVISION OF AGING SERVICES

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



Financial Crimes
2010



Team Leader
2006

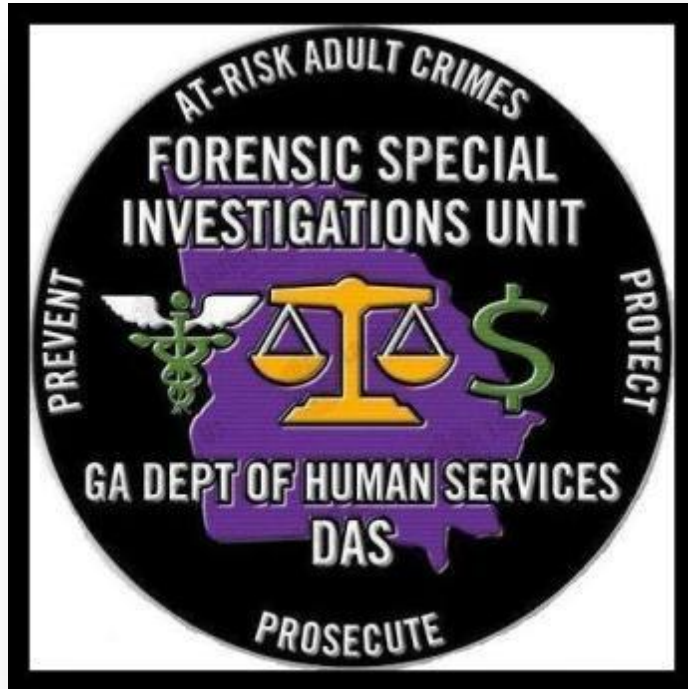


Serious Incident Reviews
2012

Mission:

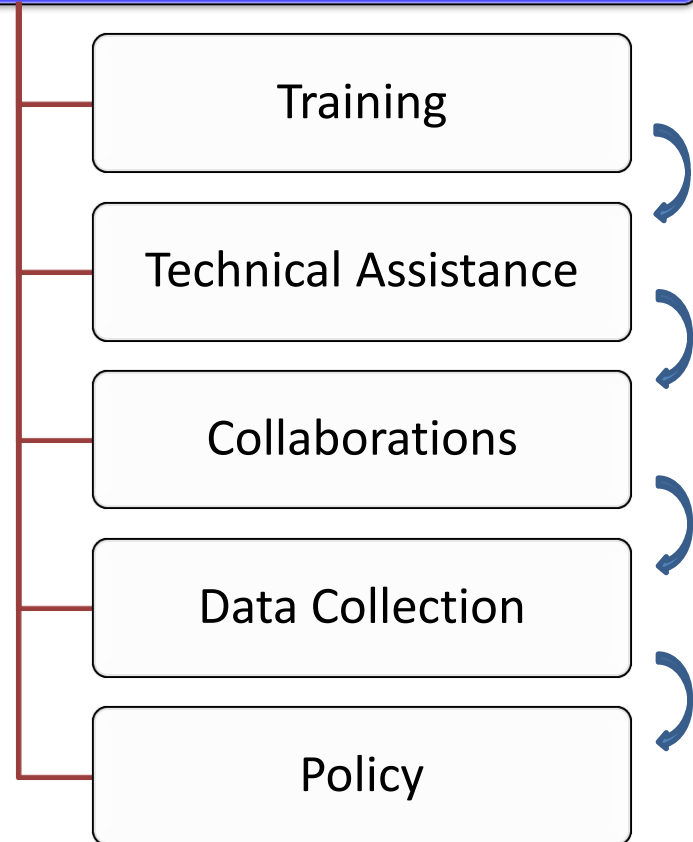
Supporting those protecting at-risk adults in Georgia.

FSIU Mission



Established in 2006

Supporting Those Protecting At-Risk Adults



A Perfect Storm



Aging Population

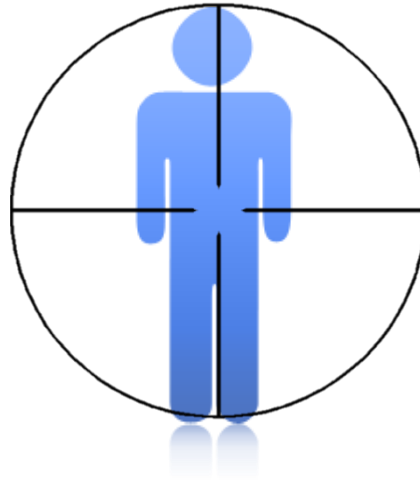
Olmstead Ruling of 1999

↑ Demand for Community Services

Current Economy



Target Rich Environment



For Predators

Solution: Training

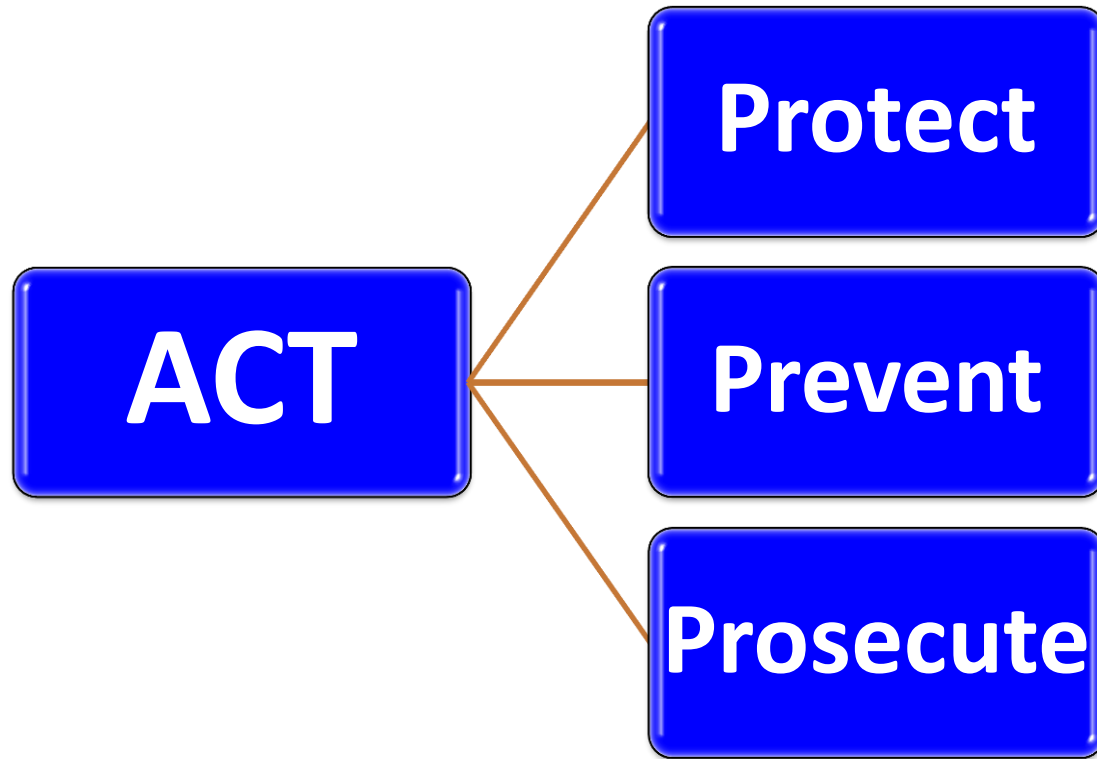
At-Risk Adult Crime Tactics (ACT) Specialist


**Two Day “Boot camp”
Primary/Secondary Responders**

1600+ ACT Specialists



Goals of ACT





Experts say
At-Risk Adult 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 (crawl space)
 - 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



OnlineAthens
OnlineAthens
ATHENS BANNER-HERALD
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?



GEORGIA DIVISION OF AGING SERVICES

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.



GEORGIA D



Human Trafficking

The Act

Recruitment
Shelters
Churches
Hospitals
Licensed Facilities
On-line

The Means

Promises of
Benefits
Services
Not delivered

The Purpose

Monthly income
Food stamps,
Social Security,
Medicaid
Vet's Benefits
Other fraud

unPCH Findings – June 2015

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

GEORGIA DIVISION OF AGING SERVICES

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

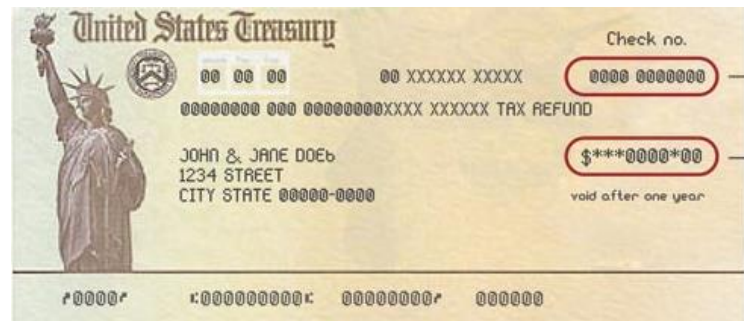
Card



Direct Deposit



Check



Control Money/Resident

- Become payee
- Joint bank accounts
- POA

Premium Savings

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00008891 01 AV 0.335 01 5DG 26

|||||

JOHNNY R HILL
CHANDRA FAUST-HILL
2234 CLIFTON SPRINGS MANOR
DECATUR GA 30034

PB

um Savings

ber: 3000060432806
er(s): JOHNNY R HILL

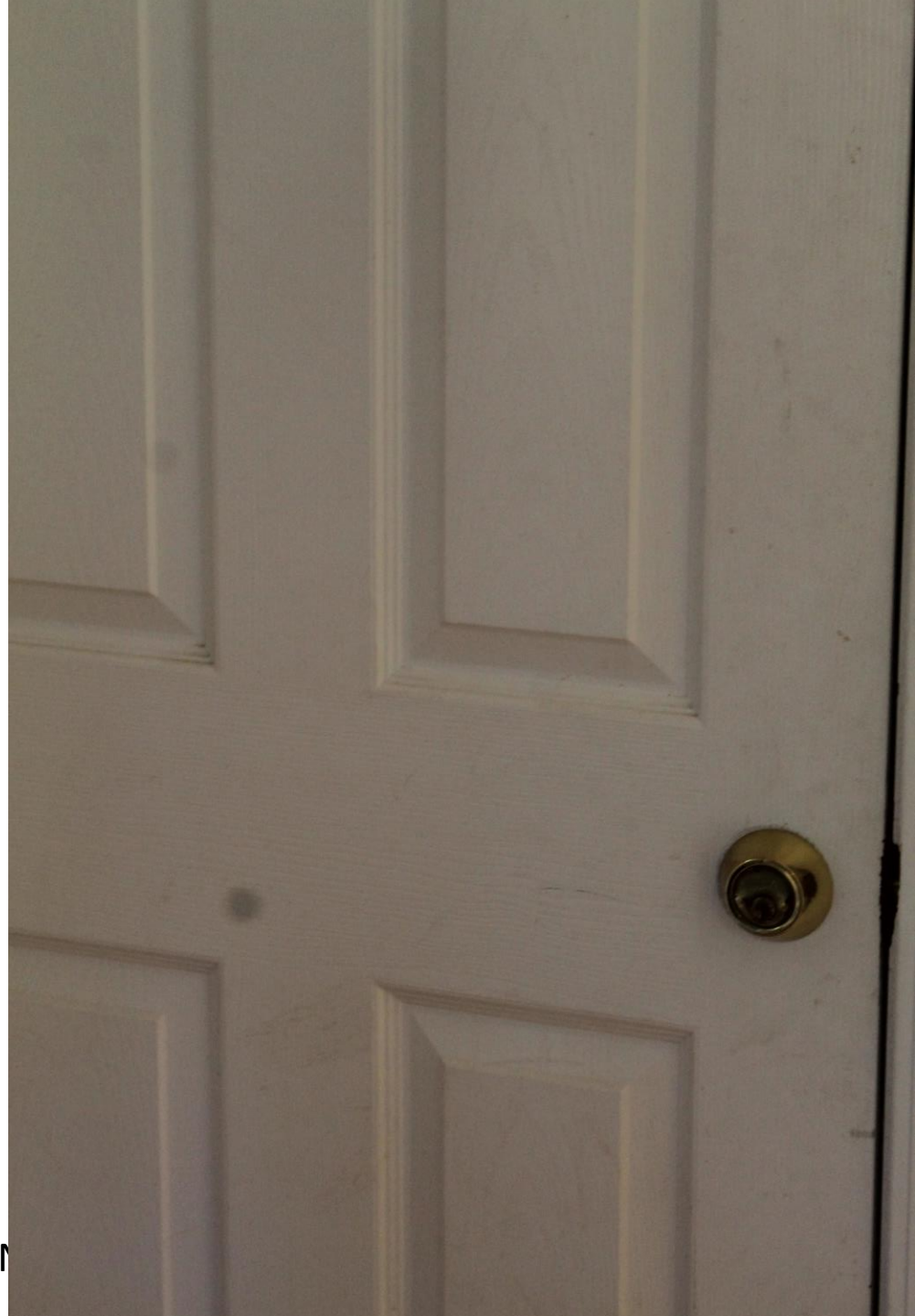
STATE'S EXHIBIT 90

Jason Marbutt, Cobb County ADA

Medications often kept
behind locked doors.



GEORGIA DIVISION



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



GEORGIA DIVISION OF AGING SERVICES

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.



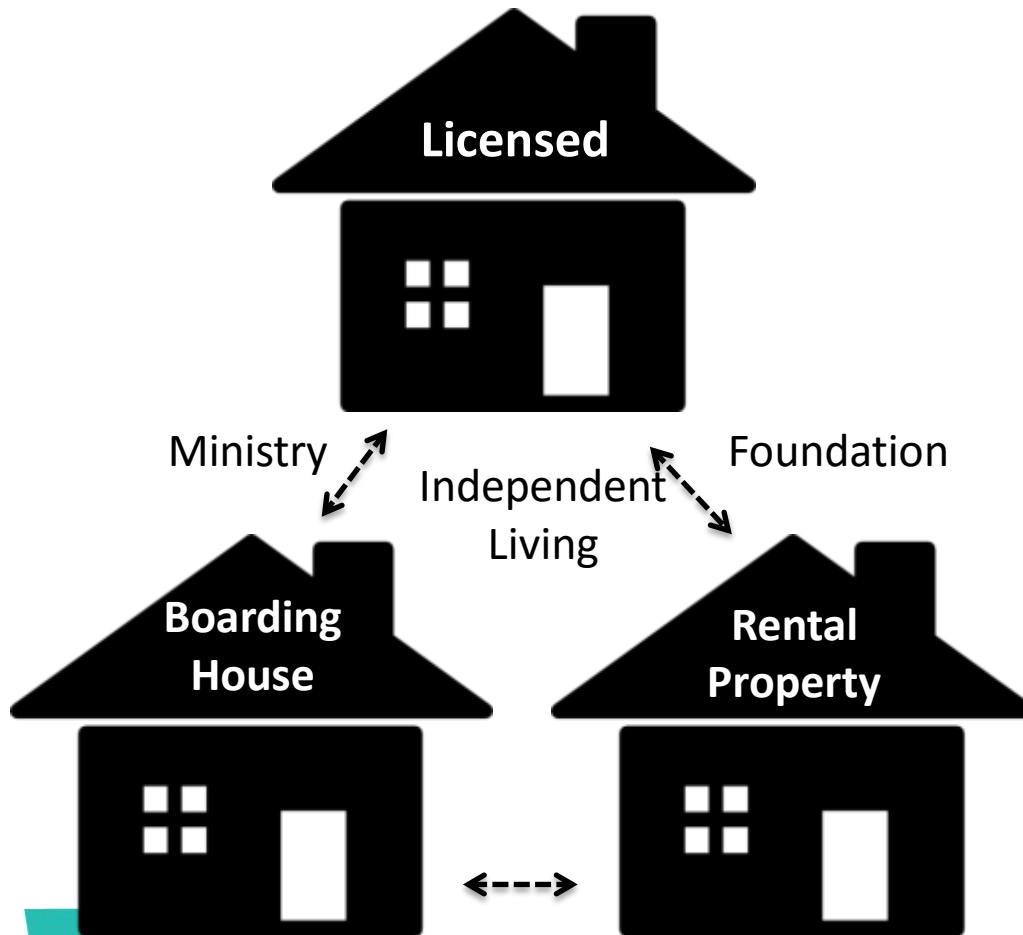
OF AGING SERVICES

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

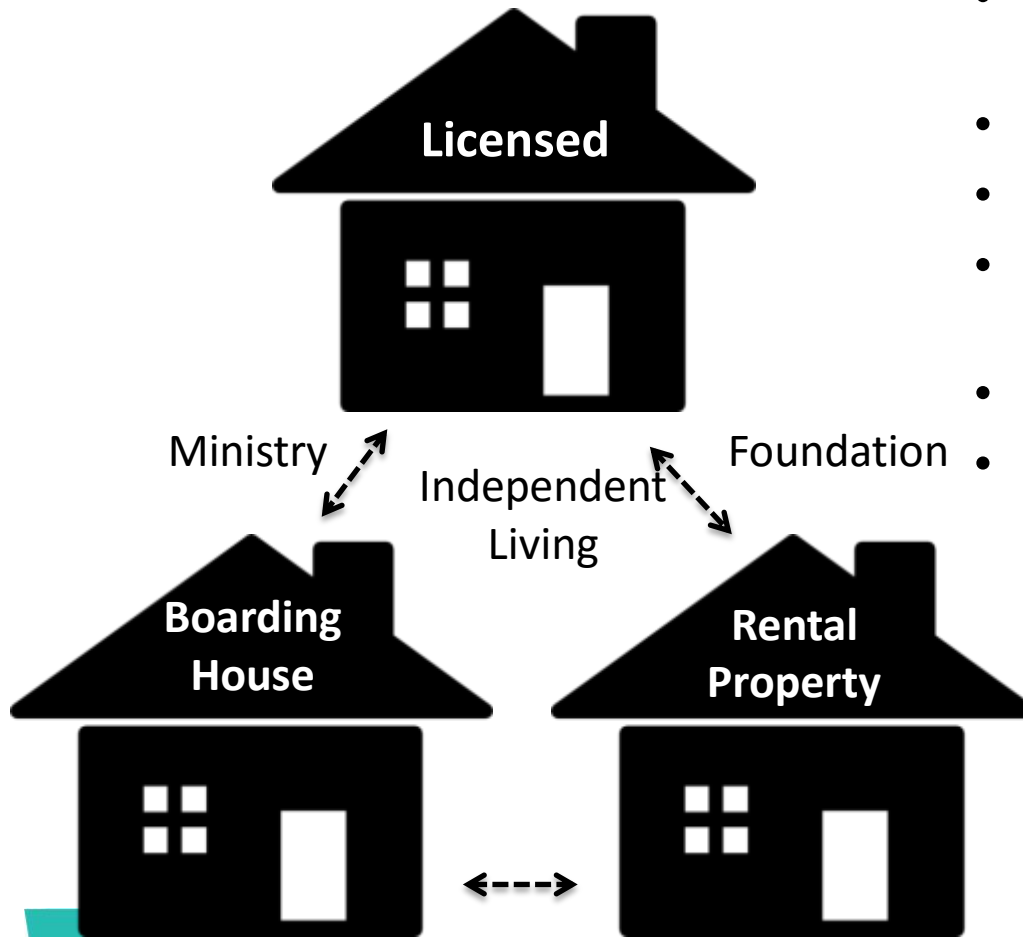
Add'l locations/co-conspirators identified

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

GBI Working Group

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)

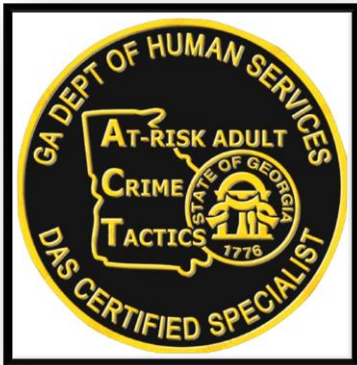
GBI ANE Working Group

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:

Pat King, RN

GA Department of Human Services
Division of Aging Services
Forensic Special Investigations Unit

Pat.king@dhs.ga.us

404-657-1197 (direct line)