

WEAAD 2022 Virtual Event

Federal Partners Take on the WEAAD 6-1-5 Challenge







Wednesday, June 15, 2022 1:00 - 2:30 PM ET

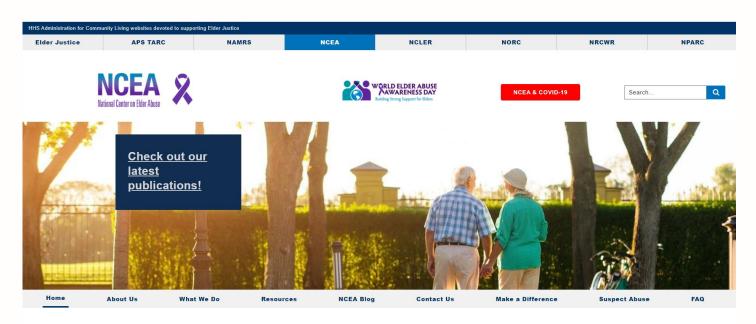


Housekeeping

- All attendees will enter the meeting in listen-only mode.
- Please utilize the Q&A function to submit questions.
- Recording & presentation materials will be made available via the National Center on Elder Abuse.
- Your feedback matters! After we conclude today's webinar, please follow the link to complete our survey.

National Center on Elder Abuse (NCEA)

The NCEA strives to improve the national response to elder abuse, neglect, and exploitation.



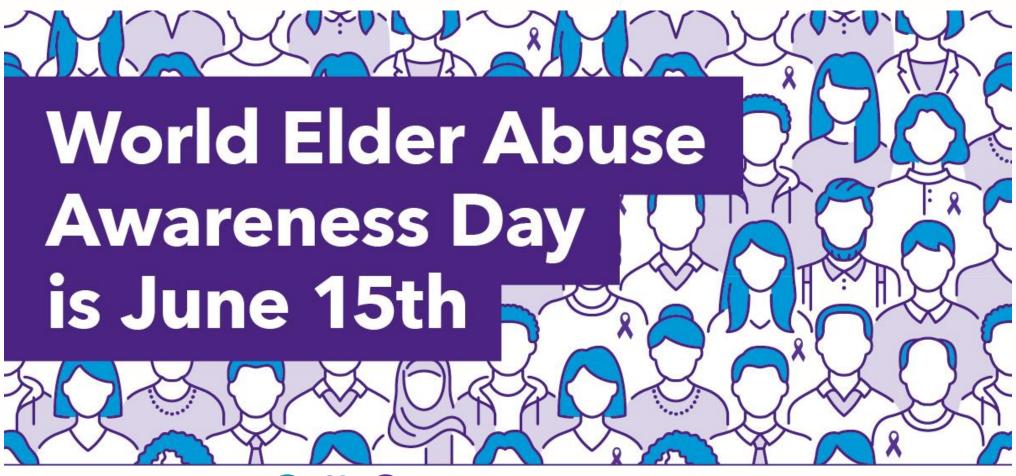
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ncea.acl.gov







WORLD ELDER ABUSE AWARENESS DAY

Building Strong Support for Elders



WEAAD Bookmarks & Stickers



107,500 **Bookmarks** 65,650 **Stickers** 166 agencies in 40 states











933 Participants82 Teams148 Million steps3.0 Trips around the Earth!



Keck School of Medicine of USC



Submit WEAAD Photos!





Share your photos of events, awareness activities, and purple outfits!



#WEAAD615 Challenge

Participate in the #WEAAD615 Challenge!



List **six facts** about Elder Abuse everyone should know.



Share **one thing** you can do to prevent Elder Abuse.



Tag **five people** to participate in this challenge.



Today's Presenters



Edwin Walker, JDDeputy Assistant Secretary for Aging

U.S. Administration for Community Living



Deborah Royster, JD
Assistant Director
Office for Older Americans
U.S. Consumer Financial Protection Bureau



Susan C Lynch, **JD**, **DrPH** Senior Counsel for Elder Justice

U.S. Department of Justice



Erin Scheithe
Content and Outreach Specialist
Office for Older Americans
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Suzanne McGovern Senior Advisor

U.S. Securities and Exchange Commission



Nicole Liebau Director

Senior Medicare Patrol National Resource Center



Lydia E. Chévere Public Affairs Specialist

Social Security Administration



Laura Mosqueda, MD Director, National Center on Elder Abuse Professor, Family Medicine and Geriatrics

Keck School of Medicine of USC

WEAAD Federal Partners

The World Elder Abuse Awareness Day (WEAAD) Committee is a collaborative effort consisting of federal partners and resource centers:

- National Center on Elder Abuse (NCEA),
- Administration for Community Living (ACL),
- Elder Justice Initiative, Department of Justice (DOJ),
- Securities and Exchange Commission (SEC),
- Social Security Administration (SSA),
- Consumer Financial Protection Bureau (CFPB)
- Senior Medical Patrol (SMP) Resource Center

















DEPARTMENT OF JUSTICE

ElderJustice

WEAAD 2022

Department of Justice

Susan C. Lynch, JD, DrPH
Senior Counsel for Elder Justice
U.S. Department of Justice

June 15, 2022



6 FACTS ABOUT ELDER ABUSE

Community Settings

- Around 1 in 6 people 60 years and older experienced some form of abuse in community settings during the past year.
- Rates of abuse of older people have increased during the COVID-19 pandemic.
- Persons with a fiduciary duty (guardians, powers of attorney) can commit criminal financial exploitation.
- 5 common financial scams committed against older adults include: Online shopping, business imposter, tech support, government impersonation, and romance scams.

Nursing Homes

- Rates of abuse of older people are high in institutions such as nursing homes, with 2 in 3 staff reporting that they have committed abuse in the past year.
- Financial exploitation and fraud occur in nursing homes, such as the deliberate misplacement or misuse of a resident's belongings or money without the resident's consent.



DOJ EFFORTS

- Components within the Department of Justice continues to actively investigate and pursue financial fraud, domestically and internationally, targeting or affecting older Americans.
- The National Nursing Home Initiative continues to pursue nursing homes that provide grossly substandard care to their residents.
- The Department continues to invest heavily in training, resources and research to ensure our nation's elder justice professionals are equipped to respond vigorously and appropriately when fraud and abuse occur.
- The provision of direct and indirect victim services will continue to be a priority for the Department to promote recovery, safety and wellbeing.
- The Department is committed to raising public awareness of elder abuse, neglect and financial exploitation and fraud.



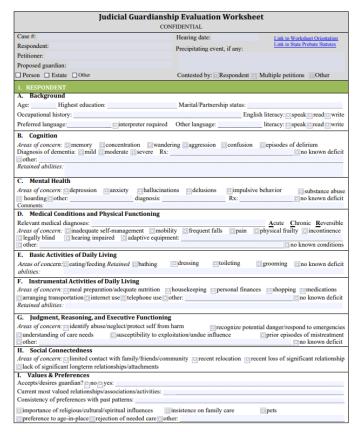
2022 DOJ Resources



elderjustice.gov/symposium







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Judicial Guardianship Evaluation Worksheet





SAFE (Safe Accessible Forensic Interviewing for Elders)





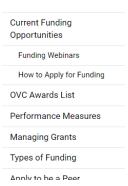
Home / Funding & Awards

OVC FY 2022 Transforming America's Response to Older Victims: Developing and Supporting Statewide Elder Justice Coalitions and Training and Technical Assistance Program

Opportunity ID: 0-0VC-2022-171303
Solicitation Status: Open
Fiscal Year: 2022
Closing Date: June 27, 2022
Posting Date: April 28, 2022
Solicitation Type: Competitive
Grants.gov Deadline: June 13, 2022, 11:59 pm Eastern
Application JustGrants Deadline: June 27, 2022, 8:59 pm Eastern

Download

PDF, 691.19 KB



Elder Justice Coalitions



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JUSTICE FOR VICTIMS • JUSTICE FOR ALL

Topics A-Z

News & Features

Community Leaders

Help for Crime Victims

Grants & Funding

Library & Multimedia

Crime Victims' Rights

Public Awareness

About OVC

National Elder Fraud Hotline

To help combat fraud against older Americans and provide services to victims, OVC announces the launch of the National Elder Fraud Hotline. Call 833-FRAUD-11 (833 -372-8311) to receive help from a hotline case manager.

Learn more on the National Elder Fraud Hotline website.

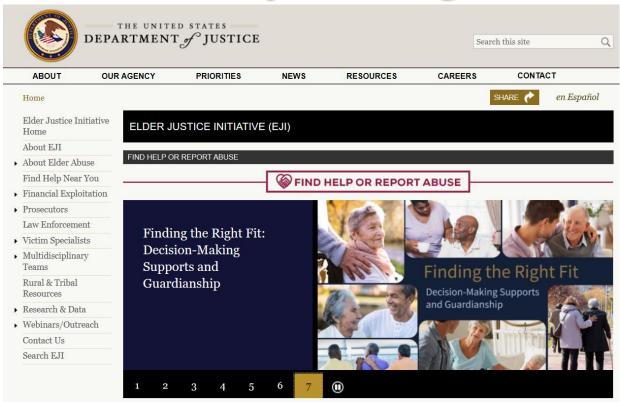




https://stopelderfraud.ovc.ojp.gov



elderjustice.gov



https://eji.courtlms.org



Contact

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Senior Counsel for Elder Justice
susan.lynch@usdoj.gov







WEAAD 6-1-5 Challenge June 15, 2022

Presented by: Suzanne McGovern, Office of Investor Education and Advocacy

Disclaimer

The Securities and Exchange Commission disclaims responsibility for any private publication or statement of any SEC employee or commissioner. This presentation expresses the author's views and does not necessarily reflect those of the Commission, the commissioners or members of the staff.

6 FACTS



- FACT #1: Adding a "trusted contact" on your investment account is important.
- FACT #2: Broker-dealers and/or mutual fund companies can hold transaction(s) or disbursements belonging to investors age 65 and older or those with mental or physical impairments that the firm reasonably believes make it difficult for these investors to protect their own financial interest.

6 FACTS



- FACT #3: A background check on any Financial Professional is one way to help avoid investment fraud.
- FACT #4: The Customer Relationship Summary helps senior and all retail investors to better understand the services, costs and important information about investment firms and professionals.



6 FACTS

- FACT #5: Protect your investments by watching out for these red flags on investment fraud.
- FACT #6: The Retail Strategy Task Force was created to develop proactive initiatives for the SEC that will identify fraudulent activity affecting retail investors. The initiatives are based on the task force's broad history of cases against fraud targeting retail investors and data analytics that can detect large-scale misconduct.

1 PLEDGE

The SEC's Office of Investor Education and Advocacy will keep issuing Investor Alerts and Bulletins to inform investors of current schemes and educational information for senior and all investors.

5 RESOURCES

- 1. Seniors | Investor.gov
- 2. <u>Diminished Capacity | Investor.gov</u>
- 3. Elder Fraud | Investor.gov
- 4. How the SEC Works to Protect Senior Investors
- 5. Senior Safe Act Fact Sheet | Investor.gov





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Introduction to Financial Tools & **Protect Your** Additional Investing Calculators Investments Resources Check Out Your INVESTMENT **PROFESSIONAL** Individual - Name or CRD# It's a great first step toward protecting your money. Learn about an investment professional's background; registration status, and more. **Digital Assets Financial Tools and Calculators Investing Quizzes Investment Products Understanding Fees About Investment Professionals Get Help Featured Information** Investor Alerts and Bulletins

Office of Investor Education and Advocacy U.S. Securities and Exchange Commission

Investor Assistance: 800-732-0330 | help@sec.gov

- Investor.gov
- www.facebook.com/SECInvestorEducation
- @SEC_Investor_Ed



Social Security's Take on the WEAAD 6-1-5 Challenge!

June 15, 2022





Actions the Agency will take

- Continue to be an active member of the Elder Justice Coordinating Council, and work with other federal agencies to help prevent elder abuse, neglect and financial exploitation, and
- Continue to work in conjunction with our Office of the Inspector General or (OIG) to combat Social Security-related scams and raise public awareness.



Six Facts About Elder Abuse

- One of the most commonly reported types of elder abuse is *Financial Exploitation* (or abuse).
- Financial abuse is often subtle and gradual and can be hard to detect or recognize.
- Financial abuse is often carried out by trusted individuals, such as family members, caregivers, and service providers.
- Preventing elder financial abuse is an issue of equity.



Six Facts About Elder Abuse (cont.)

- It is often difficult for scam victims to provide proof of their own victimization.
- Financial exploitation causes untold harm and can affect a person's overall health and wellbeing.



5 Resources or Tips To Promote Elder Justice

- Fraud Prevention and Reporting **webpage** at <u>www.ssa.gov/fraud</u> to learn about Social Security fraud and how we fight fraudsters.
- Visit our Protect Yourself from Social Security Scams page at www.ssa.gov/scam
 to learn what tactics scammers use and how to protect yourself.
- Stay one step ahead of scammers by creating your own personal *my* Social Security account and reviewing your information. You can do that at www.ssa.gov/myaccount.



5 Resources or Tips To Promote Elder Justice (cont.)

- Learn about other type of scams on our Office of the Inspector General's Scam Awareness page at oig.ssa.gov/scam-awareness/scam-alert.
- Read our blog posts on how to guard your Social Security card and protect your personal information at <u>blog.ssa.gov.</u>



Securing today and tomorrow

SocialSecurity.gov

Estimate your benefits • Open a my Social Security account • Apply online

CFPB Commemorates WEAAD

National Center on Elder Abuse Federal WEAAD Partner Webinar June 15, 2022

Disclaimer

This presentation is being made by a Consumer Financial Protection Bureau representative on behalf of the Bureau. It does not constitute legal interpretation, guidance or advice of the Consumer Financial Protection Bureau. Any opinions or views stated by the presenter are the presenter's own and may not represent the Bureau's views.



What is the Consumer Financial Protection Bureau?

On your side through life's financial moments: the Consumer Financial Protection Bureau is a U.S. government agency dedicated to making sure you are treated fairly by banks, lenders and other financial institutions.



Empower

We create tools, answer common questions, and provide tips that help consumers navigate their financial choices and shop for the deal that works best for them.



Enforce

We take action against predatory companies and practices that violate the law and have already returned billions of dollars to harmed consumers.



Educate

We encourage financial education and capability from childhood through retirement, publish research, and educate financial companies about their responsibilities.



Office for Older Americans

The Office for Older Americans (OA) engages in research, policy initiatives, and developing resources to:

- Help protect older consumers from financial harm
- Help older consumers in key financial moments as they grow older



CFPB and the 615 Challenge – 6 facts about elder abuse everyone should know

- 1. According to the Federal Trade Commission's Consumer Sentinel data, while younger people report losing money to fraud more often than older people, the median loss for people 70+ was much higher.
- 2. According to data from the FTC, the most frequent type of fraud reported by older adults was online shopping scams. But older adults also experience fraud due to tech support scams, lottery or sweepstakes scams, and family impersonator (grandparent) scams.
- 3. Older adults lost about \$139 million to romance scams, the highest total reported loss of any scam category, and a sharp increase from \$84 million reported in 2019 (data from FTC).
- 4. It is difficult, nearly impossible, to recover financial losses due to fraud when you use gift cards, wire fraud, cryptocurrency, which is why scammers prefer those payment methods.
- 5. CFPB offers the Elder Fraud Prevention and Response Network Development guide, a resource to build a collaborative network of elder fraud fighters in your community.
- 6. If you have a problem with a financial product or service, submit a complaint to the CFPB at <u>consumerfinance.gov/complaint</u>. If we are not the right agency to address your complaint, we will pass it on to the right agency.



CFPB and the 615 Challenge – 1 pledge CFPB makes to prevent elder abuse

• We are committed to cultivating elder fraud prevention and response networks, and to scaling this initiative.

We can provide guidance and assistance to people or groups who are interested in establishing an elder fraud prevention and response network in their community. Contact us if you have a question, need additional information, or would like to be added to our contact list for updates and training opportunities.



CFPB and the 615 challenge – 5 resources in the fight against elder abuse

- 1. Money Smart for Older Adults consumerfinance.gov/moneysmart
- 2. Fraud prevention resources consumerfinance.gov/placemats
- 3. Managing Someone Else's Money consumerfinance.gov/msem
- 4. Considering a financial caregiver consumerfinance.gov/msem
- 5. Elder Fraud Prevention and Response Network Development Guide consumerfinance.gov/eldernetworks





Contact Us

Consumer Financial Protection Bureau Office for Older Americans

Website: consumerfinance.gov/olderamericans

Email: olderamericans@cfpb.gov



Federal Partners Take on the WEAAD 6-1-5 Challenge!

Senior Medicare Patrol Presentation: Preventing Medicare Fraud

June 15, 2022



WEAAD = World Elder Abuse Awareness Day

6 Facts Everyone Should Know About Medicare Fraud

1) Medicare fraud costs approximately \$60 billion each year.

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- 2) There are many **types** of Medicare fraud, including hospice fraud, genetic testing fraud, and more.
- 3) Three steps to prevent Medicare fraud are: protect, detect, report.
- 4) One way to **prevent** Medicare fraud is to not answer the phone when you don't recognize the number.
- 5) One of the best ways Medicare beneficiaries can **detect** fraud is by reviewing their Medicare statements.
- 6) When Medicare fraud, errors, or abuse are suspected, **report** it immediately to your local Senior Medicare Patrol (SMP)!

SMPs Pledge to Help Prevent Medicare Fraud!

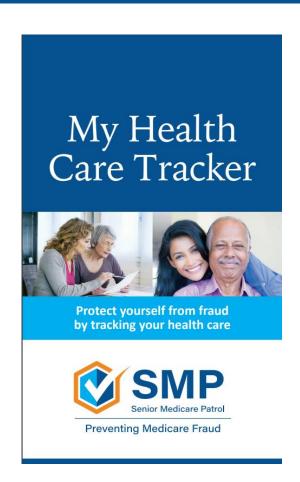


Preventing Medicare Fraud

The SMP program pledges to empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education.

5 Resources for Medicare Fraud Prevention

- 1) SMP National Resource Center website: www.smpresource.org
- 2) SMP National Resource Center Facebook page: https://www.facebook.com/SMPNationalResourceCenter/
- 3) My Health Care Tracker: https://www.smpresource.org/Content/You-Can-Help/My-Health-Care-Tracker.aspx
- 4) How to Read Your Medicare Summary Notice (MSN) Video: https://www.smpresource.org/Video/72/How-to-Read-Your-Medicare-Summary-Notice-MSN.aspx
- 5) Your local SMP! Find them at <u>www.smpresource.org</u> or call 877-808-2468.



National Center on Elder Abuse (NCEA) WEAAD 6-1-5 Challenge



Laura Mosqueda, MD

Director, National Center on Elder Abuse
Professor of Family Medicine and Geriatrics
Keck School of Medicine of the University of Southern California





Fact #1:

Any one of us can commit abuse.





Fact #2:

Any one of us can experience abuse.





Fact #3:

People with dementia are at higher risk of abuse.





Fact #4:

Preventing child abuse may prevent elder abuse.





Fact #5:

Ageism contributes to elder abuse.





Fact #6:

We can prevent elder abuse!





Action NCEA Will Take to Prevent Elder Abuse

We will gather and distribute high quality information that people can use across the world.





Resources for Elder Abuse Prevention

Training Resources on Elder Abuse (TREA)
Elder Abuse Guide for Law Enforcement (EAGLE)
Reframing Elder Abuse Project
Supports and Tools for Elder Abuse Prevention (STEAP)
NCEA Publications Library



Training Resources on Elder Abuse (TREA)



Training Resources on Elder Abuse

A searchable database of elder abuse related training materials designed for professionals, caregivers and the community.

Inspired by the Elder Justice Roadmap, our goal is to increase the number of professionals, caregivers and community members who receive high quality training on elder abuse.

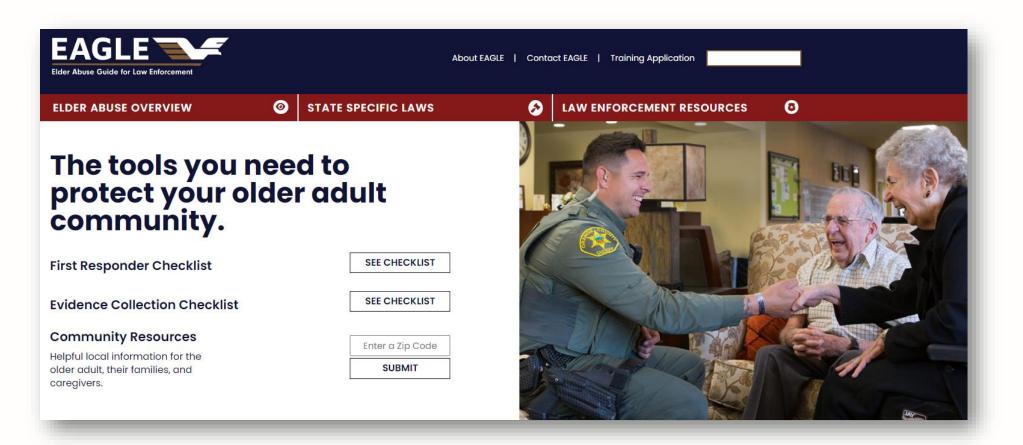
Need assistance with an elder abuse inquiry? Visit the National Center on Elder Abuse (NCEA).

New and Notable

- USC Judith D. Tamkin Symposium on Elder Abuse
- The National Center on Law & Elder Rights' Elder Justice Toolkit, with national resources on civil legal aid and elder abuse, is now available on their website



Elder Abuse Guide for Law Enforcement (EAGLE)





Reframing Elder Abuse Project





Reimagines our cultural dialogue on elder abuse

Improves the public's awareness of elder abuse

Enhances understanding of the underpinning issues

Elevates public exchange on the topic



Supports and Tools for Elder Abuse Prevention (STEAP)







Customizable Elder Abuse Outreach Toolkit





NCEA Publications Library

Available in multiple languages

The Facts of Elder Abuse

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



NATIONAL CENTER ON ELDER ABUSE

Red Flags of Abuse

Our communities are like structures that support people's safety and wellbeing. One of the most important ways we can all contribute to this ongoing construction project is by looking out for werning signs of maltreatment. Does someone you know display any of these signs of abuse? If so, TAKE ACTION IMMEDIATELY, Everyone, at every ege, deserves justice. Report suspected abuse as soon as possible.



- Unusual changes in behavior or sleep
- > Fear or anxiety

Physical Signs

- > Broken bones, bruises, and welts
- Cuts, sores or burns
- Untreated bed sores
- > Torn, stained or bloody underclothing
- > Unexplained sexually transmitted diseases
- > Dirtiness, poor nutrition or dehydration
- Poor living conditions

> Isolated or not responsive

 Lack of medical aids [glasses, walker, teeth, hearing aid, medications]

Financial Signs

- Unusual changes in bank account or money management
- > Unusual or sudden changes in a will or other financial documents
- > Fraudulent signatures on financial documents
- > Unpaid bills

WHAT IS ELDER ABUSE?

Eider abuse is the mistreatment or harming of an older person. It can include physical, emotional, or sexual abuse, along with neglect and financial exploitation. Many social factors-for example, a lack of support services and community resources—can make conditions rips for elder abuse. Ageism [biases against or stereotypes about older people that keep them from being fully a part of their community] also play a role in enabling elder abuse. By changing these contributing factors, we can prevent elder abuse and make sure everyone has the opportunity to thrive as we age.





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ciety alike. Elder abuse reduces older lealth care and legal costs, which are direduces older people's participation

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s estimated to be \$2.9 billion in 2009.

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be hospitalized than other older people.*

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onstruct strong supports that improving transportation, law elp stop abuse.





All long-term care residents have the right:

- · To receive quality, individualized care
- To be protected from mistreatment, including abuse, neglect, and exploitation.

Quality care promotes resident dignity, choice, and self-determination in all aspects of life and care.

Individuals living in nursing homes and assisted living facilities maintain the same rights as individuals in the larger community and have additional rights and protections in federal and state law.

Nursing homes must meet federal requirements if they participate in Medicare and Medicaid. There are no federal regulations for assisted living facilities so requirements are different in each state.¹



¹ Fact sheets and information regarding residents' rights, abuse, and advocating for quality care are available on the Consumer Voice website www.theconsumervoice.org.





ncea.acl.gov ncea-info@aoa.hhs.gov 855-500-3537









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