



Advancing the Field

ELDER ABUSE & NEGLECT INITIATIVE: PHASE I

ELDER ABUSE & NEGLECT INITIATIVE

In 2006, the Archstone Foundation launched a 5-year \$8 million Elder Abuse and Neglect Initiative with the goal of improving the quality and coordination of elder abuse and neglect services in the State of California. The Elder Abuse and Neglect Initiative was the first significant investment in the state to strategically advance elder abuse and neglect services through a coordinated effort. This report covers preliminary outcomes and lessons learned from the first two years of the Initiative.

In order to capture the cross-cutting outcomes of the Elder Abuse and Neglect Initiative, the Foundation contracted with The Measurement Group (TMG), LLC. For the evaluation, TMG collected, synthesized, and analyzed data received from specialized quarterly progress reports submitted by the projects of the Initiative. The evaluation used customized program evaluation methods and management consulting techniques to help the projects deliver quality services and systematically maintain and improve quality. Findings presented in this report were adapted from a report prepared by The Measurement Group, LLC.

The Foundation awarded over \$3.3 million to 18 projects in Phase I of the Initiative. Although projects were originally funded in discrete categories, a majority of the outcomes were observed across multiple areas. The Phase I outcomes presented in this report are clustered into five thematic categories:

1. Education, training, and awareness;
2. Victim assessments and services;
3. Asset preservation and leveraged resources;
4. Improving systems; and
5. National and international impact.



INITIATIVE:

1. An introductory step or leading action.
2. To introduce a new measure or course of action.

Phase I Projects (2006 - 2007)

Total Phase I Investment in the Elder Abuse & Neglect Initiative - \$3,345,496

CATEGORY TOTALS BY COUNTY IN CALIFORNIA

- 4 Education & Training for Mandated Reporters
- 6 Multidisciplinary Teams
- 3 Forensic Centers/Center of Excellence
- 2 Financial Protection Projects
- 2 Systems Analysis
- 1 Convening & Technical Assistance

SOLANO
Multidisciplinary Team

MARIN
Multidisciplinary Team

SAN FRANCISCO
Education & Training for Mandated Reporters
Multidisciplinary Team
Systems Analysis

SANTA CLARA
Education & Training for Mandated Reporters
Financial Protection Project

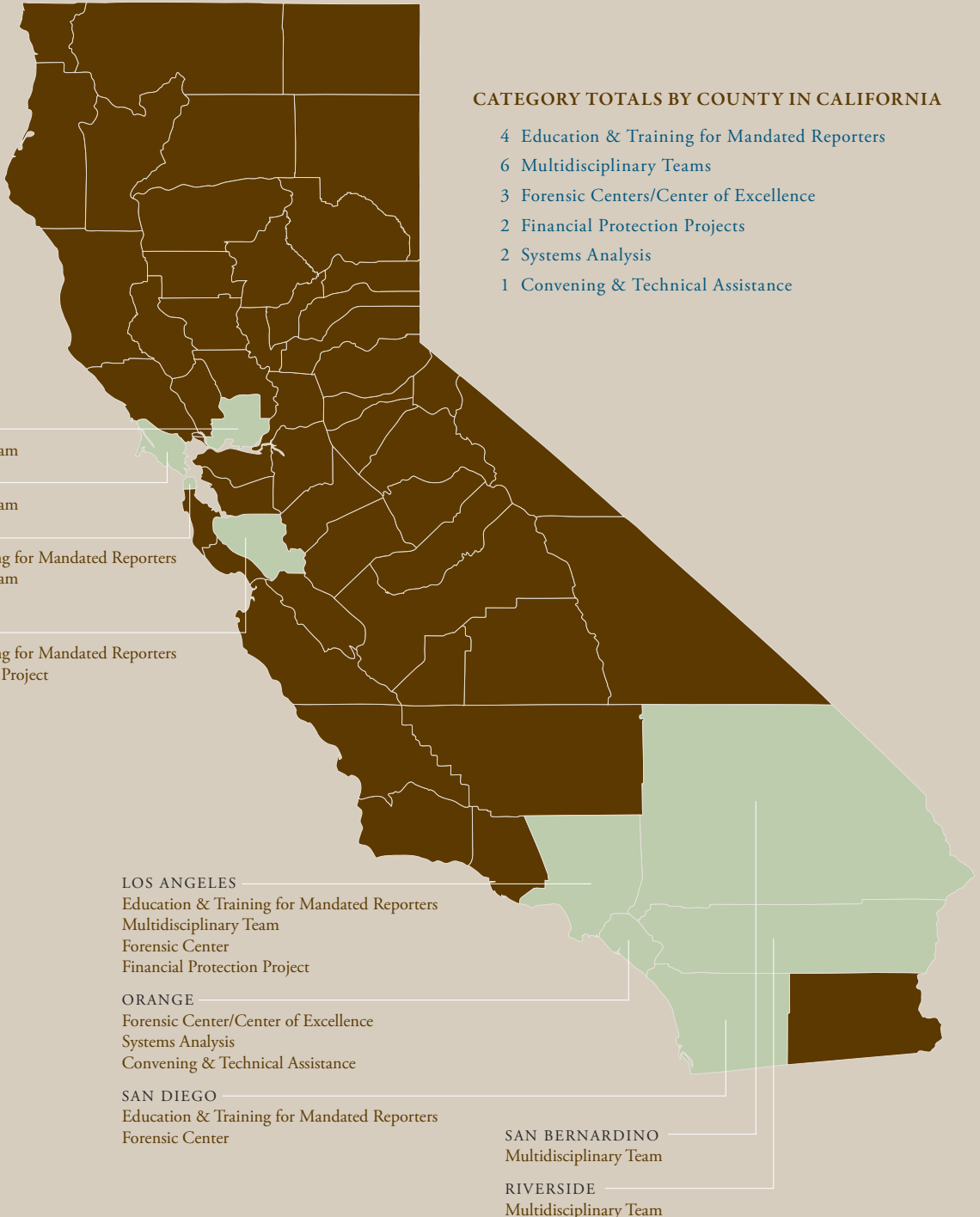
LOS ANGELES
Education & Training for Mandated Reporters
Multidisciplinary Team
Forensic Center
Financial Protection Project

ORANGE
Forensic Center/Center of Excellence
Systems Analysis
Convening & Technical Assistance

SAN DIEGO
Education & Training for Mandated Reporters
Forensic Center

SAN BERNARDINO
Multidisciplinary Team

RIVERSIDE
Multidisciplinary Team



PROJECT DESCRIPTIONS

EDUCATION & TRAINING FOR MANDATED REPORTERS

(4 PROJECTS, \$413,977)

The purpose of the Education and Training projects was to increase the number of professionals who can identify elder abuse and neglect and assist victims of elder abuse. The projects pilot-tested curricula and trained mandated reporters, such as Adult Protective Services (APS) workers, clergy members, emergency medical technicians, and medical and dental professionals.

MULTIDISCIPLINARY TEAMS

(6 PROJECTS, \$468,312)

Multidisciplinary Teams (MDTs) are interagency collaborations comprised of varying disciplines charged with caring for elder abuse and neglect victims that provide comprehensive assessment and consultation in abuse and neglect cases. Funding supported the development of generalized and specialized MDTs, such as Financial Abuse Specialist Teams (FAST) and medical response teams.

FORENSIC CENTERS/CENTER OF EXCELLENCE

(3 PROJECTS, \$1,522,183)

Funding supported the development and expansion of three Forensic Centers and a Center of Excellence in order to resolve complex cases of elder abuse and neglect. Forensic science is the application of medicine to the law. Forensic Centers include professionals from the following disciplines: legal, medical, social services, and law enforcement. The Center of Excellence is a coordinating body that contains six program cores: direct services, best practices, policy, education, technical assistance, and research.

FINANCIAL PROTECTION PROJECTS

(2 PROJECTS, \$461,737)

Financial Protection Projects aimed to protect seniors from financial abuse. Interventions included asset recovery, identification and protection from predatory lending, and the prevention of financial loss.

SYSTEMS ANALYSIS

(2 PROJECTS, \$371,714)

The Systems Analysis projects sought to study and provide recommendations for improving the systems in which elder abuse cases are handled within California, such as the reporting of elder abuse data and the courts.

CONVENING & TECHNICAL ASSISTANCE

(1 PROJECT, \$107,573)

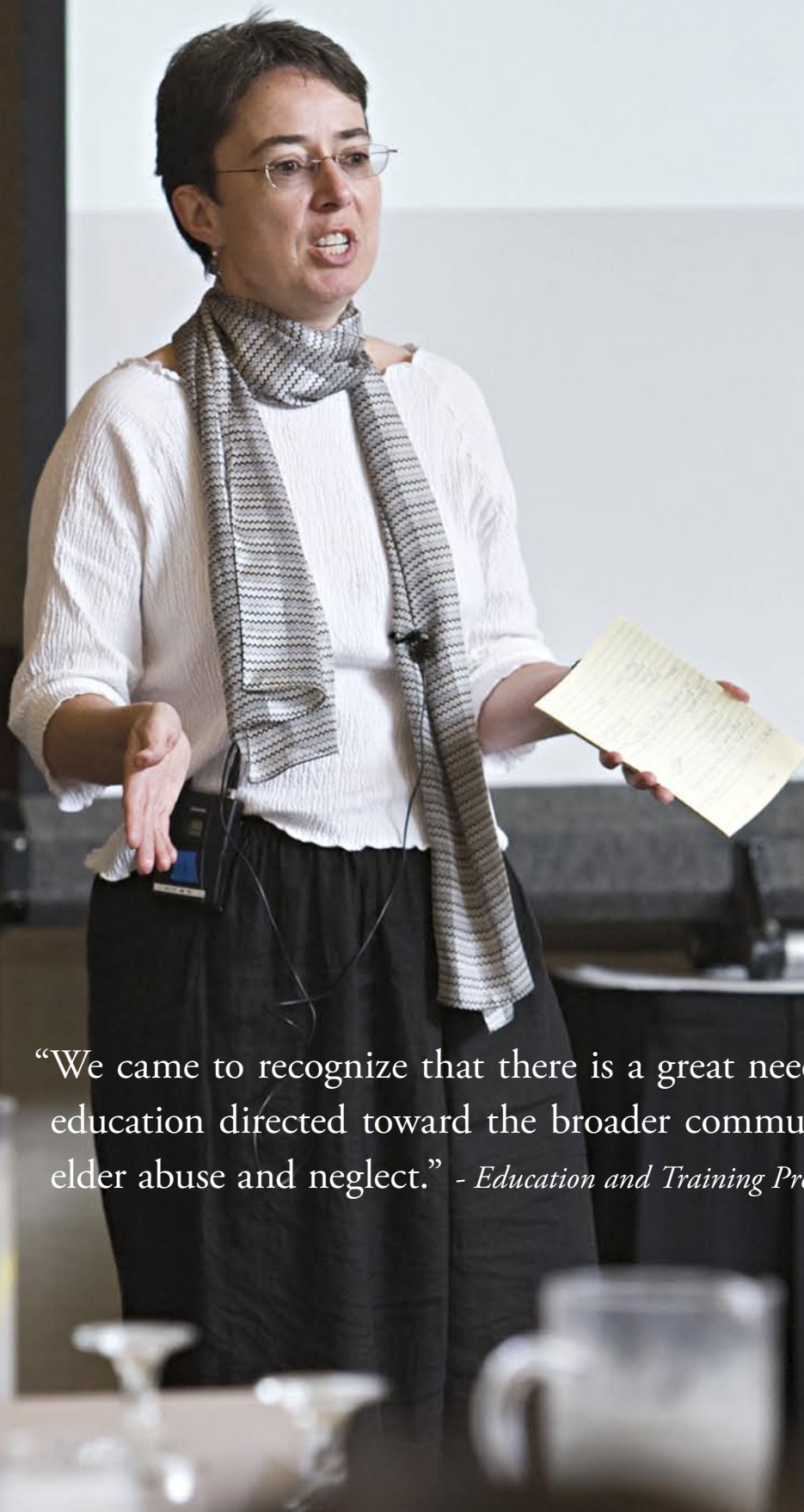
The purpose of the convening and technical assistance function was to provide leadership development and the creation of a learning community through in-person meetings and monthly teleconferences.





“No one agency can win this fight alone. We are all in this together and benefit greatly from the collective knowledge and expertise we possess as a group.” - *Legal Services Provider*

Ombudsman, SF
(attorney)



“We came to recognize that there is a great need for more education directed toward the broader community about elder abuse and neglect.” - *Education and Training Project Member*

CROSS-CUTTING EVALUATION RESULTS:

EDUCATION, TRAINING & AWARENESS

Desired Outcome: Greater capacity for mandated reporters and the public to recognize elder abuse and neglect victims and provide those victims with quality services.

RESULTS:

TRAINING FOR MANDATED REPORTERS

- 16 projects trained mandated reporters.
- 525 in-depth trainings for mandated reporters of elder abuse and neglect held.
- 10,254 mandated reporters and volunteers trained to recognize elder abuse and neglect and provide services to victims.

INFORMATIONAL PRESENTATIONS

- 16 projects provided informational presentations about elder abuse and neglect.
- 1,068 informational presentations for mandated reporters held.
- 85,656 individuals attended informational presentations at conferences and health fairs.

MEDIA EVENTS

- 14 projects conducted media events to raise awareness about the issue of elder abuse and neglect.
- 226 media events, including television reports, radio stories, newspaper articles, DVDs, and press releases.
- 11 million individuals reached through media events.



“The team promotes communication and collaboration, enhancing the ability of professionals to address complex cases of abuse and neglect.” - *Forensic Center Team Member*

CROSS-CUTTING EVALUATION RESULTS:

VICTIM ASSESSMENTS & SERVICES

Desired Outcome: Improved quality of life for victims of elder abuse and increased identification of abused seniors for admission to appropriate medical, social, and psychological services. Services to victims included: medical and psychological assessments, case reviews, identifying safe living conditions, and individualized case interventions.

RESULTS:

VICTIM ASSESSMENT

- 12 projects conducted assessments of victims of elder abuse and neglect.
- 12,000 hotline screenings of victims of potential elder abuse and neglect.
- 5,105 assessment screenings of potential clients.
- 1,390 brief assessments of potential clients.
- 1,087 formal medical, social, and psychological assessments of elder abuse victims conducted by professionals in the field.

CLIENT SERVICES

- 15 projects provided client services to victims of elder abuse and neglect.
- 118 affiliated agencies helped to develop expanded or new elder abuse and neglect services.
- 1,234 clients received enhanced elder abuse and neglect services.
- 133 seniors demonstrated significantly improved quality of life due to client interventions.

CROSS-CUTTING EVALUATION RESULTS:

ASSET PRESERVATION & LEVERAGED RESOURCES

ASSET PRESERVATION

Desired Outcome: Maintenance of seniors' quality of life after suffering from financial elder abuse.

RESULTS:

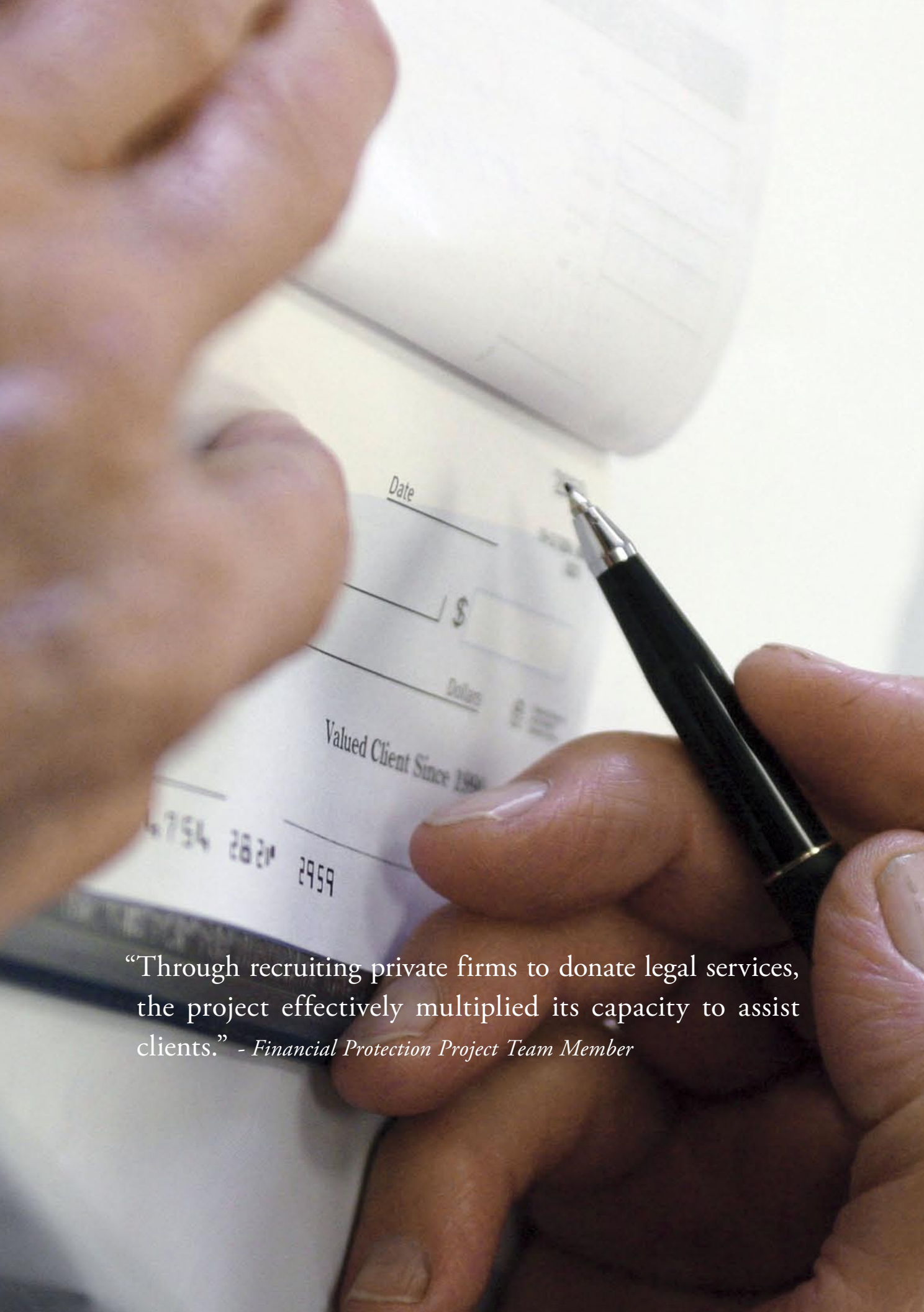
- Nine projects preserved assets on behalf of victims of elder financial abuse.
- Resolved asset preservation, through conservatorships or negotiated after threat of litigation, for 47 victims of elder abuse.
- Preserved over \$28 million of assets of vulnerable seniors.
- For every \$1.00 of Archstone Foundation funding, approximately \$9.44 in seniors' assets were preserved.

LEVERAGED RESOURCES

Desired Outcome: Greater capacity to provide higher quality services and ensure project sustainability.

RESULTS:

- 15 projects leveraged additional resources to fulfill the goals of the project.
- Leveraged over \$7.6 million in additional resources.
- For every \$1.00 of Archstone Foundation funding, approximately \$2.54 in additional resources were leveraged.



“Through recruiting private firms to donate legal services, the project effectively multiplied its capacity to assist clients.” - *Financial Protection Project Team Member*

“The project allowed us to come together as more of a joint effort on cases where, before, we each had our own piece, but we did not have an overarching plan of how we were going to work with a particular case.” - *Forensic Center Team Member*



CROSS-CUTTING EVALUATION RESULTS:

IMPROVING SYSTEMS

Desired Outcome: Greater capacity for systems, agencies, and organizations to provide higher quality services to victims of elder abuse and neglect. Infrastructure development and systems activities consisted of identifying key local agencies and professionals to provide comprehensive, coordinated services, and then working with these agencies and professionals to develop seamless service networks.

RESULTS:

INFRASTRUCTURE DEVELOPMENT

- 18 projects engaged in activities to develop or enhance infrastructure for systems that support victims of elder abuse and neglect.
- 2,896 meetings were held to develop services infrastructure.

SYSTEMS ANALYSIS

- Two projects studied specific systems that address solutions for victims of elder abuse and neglect.
- One project documented the California Adult Protective Services data collection system.
- One project documented best practices in addressing elder abuse in the California courts.

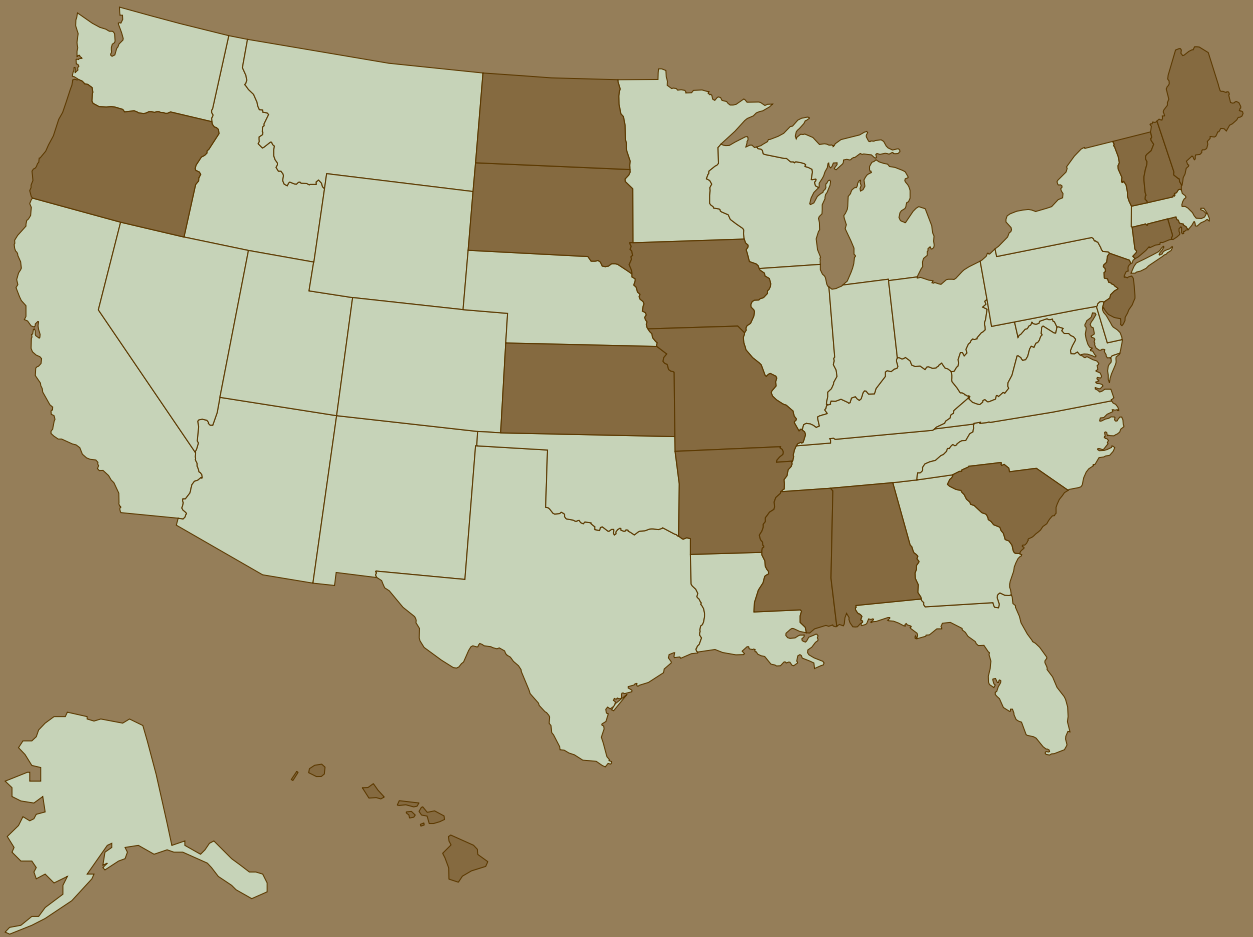
CROSS-CUTTING EVALUATION RESULTS:

NATIONAL & INTERNATIONAL IMPACT

Desired Outcome: Greater capacity nationally to recognize elder abuse and provide high quality services to elders and a greater international awareness of elder abuse and neglect.


RESULTS:

- Six projects provided 94 instances of technical assistance, training, informational presentations, or case consultations to professionals and agencies in 33 states (including California) and the District of Columbia.
- Three projects provided seven technical assistance contacts to five foreign countries, including Canada, the Philippines, South Africa, Sweden, and the United Kingdom.



■ STATES THAT HAVE BENEFITED FROM TRAINING, TECHNICAL ASSISTANCE, AND CONSULTATIONS AS A RESULT OF THE ELDER ABUSE & NEGLECT INITIATIVE.

“The grant was, in essence, the ‘tipping point’ that led our colleagues to think more about the importance of geriatrics.” - *Education and Training Project Member*



“Elder abuse is a crime without boundaries, crossing all racial, social, class, gender, and geographic lines. To address this growing problem, the Foundation made a strategic investment in the Elder Abuse and Neglect Initiative. We hope our outcomes and lessons learned will inspire other funders to join us in addressing this complex issue.”

- Joseph F. Prevratil, President and CEO, Archstone Foundation

LESSONS LEARNED

Critical lessons learned about initiative-based grantmaking from Phase I of the Elder Abuse and Neglect Initiative include the following:

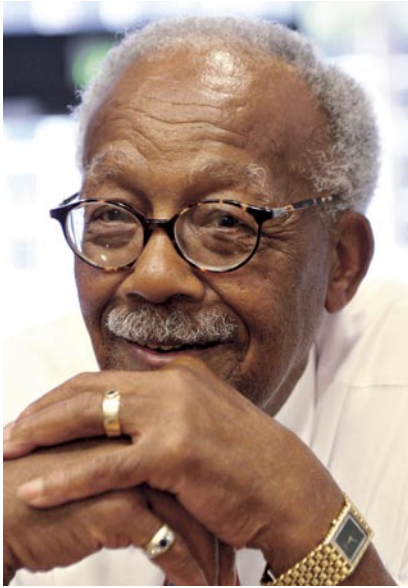
Commitment to strategic grantmaking. In order to change the culture around the way elder abuse is perceived in our society and to develop lasting systems to respond to the crisis, there needs to be a long-term, strategic investment in the issue.

Encourage innovation. Each community will have unique approaches to providing quality services. Using a general format and common core elements, such as a multidisciplinary team, encourage individual communities to create a structure that will best serve that community's needs and optimize services for victims.

The importance of providing convening and technical assistance. Recognizing that leadership development and the cross-fertilization of ideas are critical components to initiative-based grantmaking, the Archstone Foundation contracted with the University of California, Irvine - Center of Excellence in Elder Abuse and Neglect to provide convening and technical assistance. The convening and technical assistance function created a learning community for professionals participating in the Initiative in order to advance knowledge, share resources, translate current research into practice, and share successes and challenges in a meaningful way. The outcome of providing convening and technical assistance was that the whole of the Initiative was far greater than the sum of its individual parts.

Leveraged resources. Fifteen projects received additional grants and resources during Phase I that were likely to have been acquired exclusively because of the pilot work, staff support, and credibility derived from the Archstone project. In total, for every dollar that the Archstone Foundation invested in Phase I, an additional \$2.54 was leveraged.

The need for a program-based, cross-cutting evaluation. The evaluation was tailored to meet the needs of the Foundation and to provide real-time feedback and program quality improvement to the individual projects. Additionally, although only four projects were specifically funded in the Education and Training for Mandated Reporters funding category, the cross-cutting evaluation found that, in fact, sixteen projects provided education and training to professionals and community members. Additionally, the Foundation had the external evaluator in place at the start of the Initiative, so that appropriate reporting procedures, feedback loops, and continuous quality improvements were implemented from day one.



ELDER ABUSE & NEGLECT INITIATIVE: PHASE II

In 2007, the Board approved over \$4 million in support of 18 projects for Phase II of the Elder Abuse and Neglect Initiative. Phase II (2008 - 2010) supports the continuation of Phase I efforts to address unmet needs, capitalize on lessons learned, refine best practices, and implement systems change. The second phase of the Initiative addresses the following thematic areas:

- Education and Training for Mandated Reporters;
- Financial Protection Projects;
- Forensic Centers/Center of Excellence;
- Legal Services;
- Multidisciplinary Teams;
- Ombudsman Services;
- Systems Analysis and Implementation;
- Convening and Technical Assistance - Provided by the University of California, Irvine; and
- Evaluation - Provided by The Measurement Group, LLC.

THANK YOU TO THE PHASE I PROJECTS

EDUCATION & TRAINING FOR MANDATED REPORTERS

- City College of San Francisco - Elder Abuse and Neglect Prevention Training and Education Program
- County of Santa Clara - Enhancing the Capacity of the Diverse Faith Communities to Address Elder Abuse
- San Diego State University Research Foundation - Project Multi-Disciplinary Adult Services Training and Evaluation for Results (MASTER)
- University of California, Los Angeles - Increasing Dental Health Professionals' Awareness of Elder Abuse

MULTIDISCIPLINARY TEAMS

- Area Agency on Aging Serving Napa and Solano Counties - Solano County Financial Abuse Specialist Team
- City of Long Beach - Long Beach Comprehensive Multidisciplinary Elder Abuse Prevention Team
- County of San Bernardino Arrowhead Regional Medical Center - Dependent Adult and Elder Abuse Multidisciplinary Team
- Elder Financial Protection Network - Be Wise: Recognize and Report Elder Abuse
- Institute on Aging - Multidisciplinary Assessment Team (MAT)
- Riverside County Regional Medical Center - Geriatric Assessment in Elder Self-Neglect Evaluation and Treatment

FORENSIC CENTERS/CENTER OF EXCELLENCE

- San Diego County District Attorney's Office - Help and Outreach to Protect the Elderly (HOPE) Team: Wraparound Service Intervention Model
- University of California, Irvine - Center of Excellence in Elder Abuse and Neglect
- University of Southern California - Los Angeles County Elder Abuse Forensic Center

FINANCIAL PROTECTION PROJECTS

- Council on Aging Silicon Valley - Fair Lending Project for Seniors
- WISE Senior Services - Seniors Against Investment Fraud

SYSTEMS ANALYSIS

- Judicial Council of California - Effective Court Practice for Abused Seniors
- University of California, Irvine - Estimating Incidence of Elder Abuse from Social Service Data

CONVENING & TECHNICAL ASSISTANCE

- University of California, Irvine - Center of Excellence in Elder Abuse and Neglect: Convening and Technical Assistance

ARCHSTONE FOUNDATION

The Archstone Foundation is a private grantmaking organization whose mission is to contribute toward the preparation of society in meeting the needs of an aging population. The Foundation's current funding priorities include: elder abuse and neglect, fall prevention, end-of-life issues, and responsive grantmaking to address emerging issues within the aging population.



401 East Ocean Boulevard, Suite 1000
Long Beach, CA 90802-4933

PHONE: 562.590.8655

FAX: 562.495.0317

www.archstone.org