

Elder Abuse & Neglect Initiative

Defining the Future

5 YEAR REPORT



EVALUATION FINDINGS AND NEXT STEPS

Elder Abuse & Neglect Initiative

Currently, it is estimated that approximately two million older adults, representing five percent of Americans age 65 and older, are subject to abuse and neglect each year at the hands of the very people they depend on for care. As our society ages, it is expected that these numbers will increase, unless a stand is taken against this terrible epidemic of abuse against older adults. The time has come for every agency, organization, and foundation to pay attention to this critical issue.

THE ARCHSTONE FOUNDATION has a long history of supporting innovative work in the field of elder abuse and neglect. From 1991 through 2005, the Foundation awarded a total of 37 grants totaling over \$3.7 million to support elder abuse and neglect programs to build multidisciplinary teams, provide training and awareness around the issue of elder abuse, and deliver direct victim assessments and interventions.

Recognizing the threat posed to society by elder abuse and neglect, the Archstone Foundation launched the 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 in 2006.

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 outcomes and lessons learned from the 5-year Initiative. In total, the Archstone Foundation awarded over \$8.5 million to 22 projects in the Elder Abuse and Neglect Initiative.

Findings presented in this document were adapted from a report prepared by The Measurement Group, LLC, who conducted the cross-site evaluation of the Elder Abuse and Neglect Initiative.

in·i·ti·a·tive

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

Project Descriptions



1 Education & Training for Mandated Reporters

4 PROJECTS

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 reports, such as Adult Protective Services (APS) workers, clergy members, emergency medical technicians, and medical and dental professionals.

2 Financial Protection Projects

2 PROJECTS

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.

3 Forensic Centers/Center of Excellence

4 PROJECTS

Forensic science is the application of medicine to the law. Funding supported the development of four Forensic Centers in order to resolve complex cases of elder abuse and neglect. 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 education.

4 Multidisciplinary Teams

6 PROJECTS

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.

5 Systems Change

4 PROJECTS

The systems change projects sought to study and provide recommendations for improving the systems in which elder abuse cases are handled within California and establishing a repository of resources and best practices. Specific projects sought to improve the reporting of elder abuse data, develop

model court systems for elder abuse victims, and create a curriculum and training program for ombudsman staff to address unlicensed facility complaints.

6 Convening and Technical Assistance

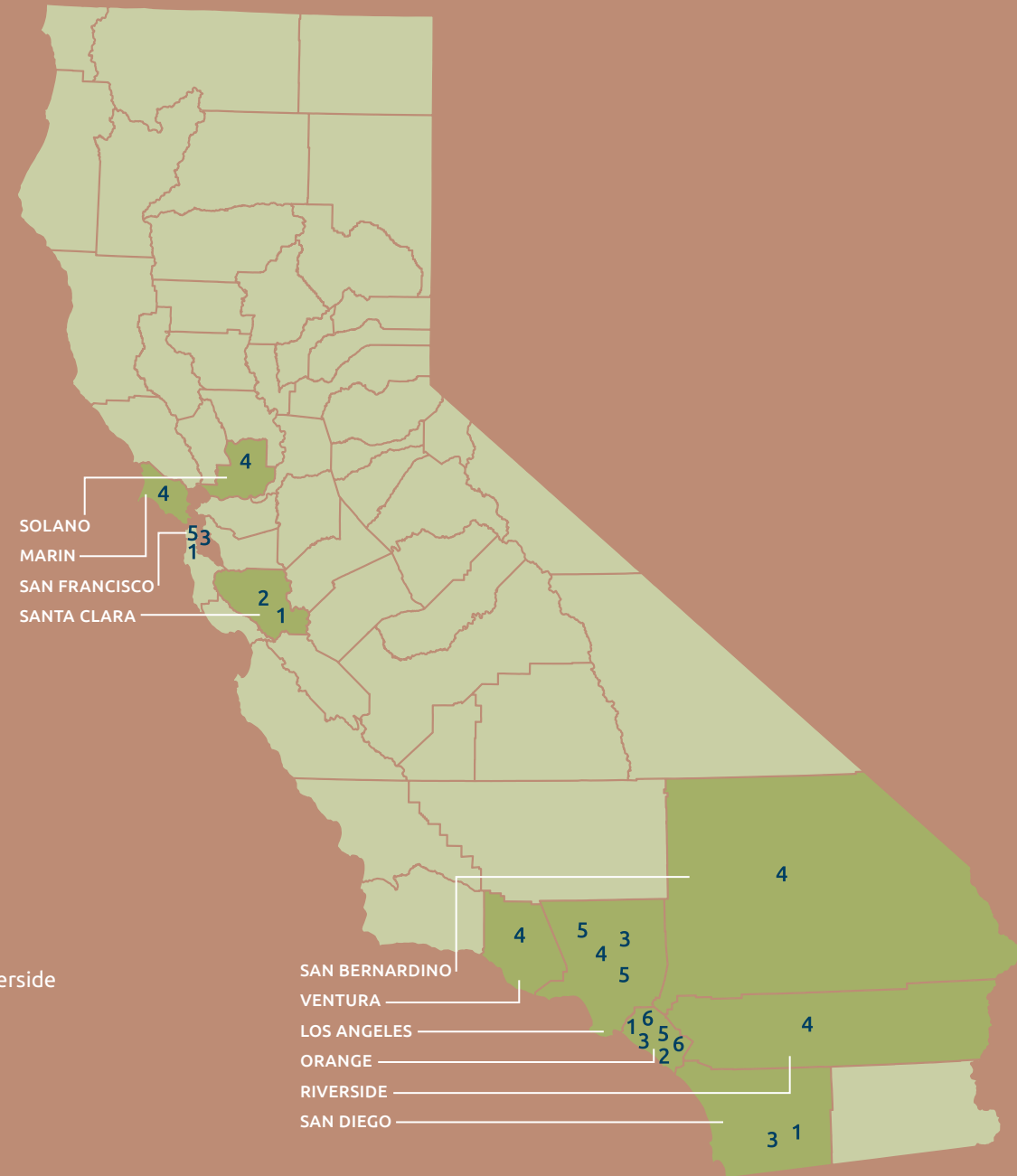
2 PROJECTS

The purpose of the convening and technical assistance center was to provide leadership development, establish a repository of resources and best practices, and foster a learning community across multiple projects through quarterly in-person meetings and monthly teleconferences. Additionally, the convening center administered a grant to conduct a Statewide Elder Abuse and Neglect Summit and develop a Blueprint for Future Action. The Summit was held in April 2010 and the resulting recommendations were published in a report entitled, "Improving California's Response to Elder Abuse, Neglect, and Exploitation."

Elder Abuse and Neglect Initiative Projects in California

Total 5-Year Investment:
\$8,513,051

- 1 Education & Training for Mandated Reporters**
4 PROJECTS: Santa Clara, San Diego, San Francisco, Los Angeles
- 2 Financial Protection Projects**
2 PROJECTS: Los Angeles, Santa Clara
- 3 Forensic Centers/Center of Excellence**
4 PROJECTS: San Francisco, Los Angeles, Orange, San Diego
- 4 Multidisciplinary Teams**
6 PROJECTS: Solano, Marin, Ventura, Los Angeles, San Bernardino, Riverside
- 5 Systems Change**
4 PROJECTS: Orange, Los Angeles (2), San Francisco
- 6 Convening and Technical Assistance**
2 PROJECTS: Orange County (2)



Cross-Cutting Evaluation Results

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

“Organizations working together to prevent and battle elder abuse; working together to provide inspiration for a new life free from harm and full of peace.”

“As the result of our presentations, hospital staff started contacting the ombudsman program prior to placement to determine if a facility was licensed or not, preventing residents from being placed in unlicensed care.”

“On site, co-located services facilitate relationship building among service providers and increases coordination of service delivery to victims.”

“The project was, in essence, the ‘tipping point’ that led our colleagues to think more about geriatrics.”

“The cases discussed at the forensic center are often complex and varied. It often takes more than a single goal such as prosecution to make a person ‘whole’ again and in linking clients to these services, we believe we are moving closer towards a goal to improve our clients’ well-being.”

“Through a comprehensive collaborative team approach involving county, state, and city agencies, a senior was placed in a secured environment, which saved her life.”

“The whole of the Initiative was far greater than the sum of its individual parts.”

“Participation in the Elder Abuse and Neglect Initiative network has changed the way this program and agency responds to elder abuse and neglect, and has broadened access to a network of professionals to seek consultation and guidance.”

Education, Training, and 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:

- * 19 projects trained mandated reporters.
- * 1,270 in-depth trainings for mandated reporters of elder abuse and neglect held.
- * 26,136 mandated reporters and volunteers trained to recognize elder abuse and provide services to victims.

INFORMATIONAL PRESENTATIONS:

- * 19 projects provided informational presentations about elder abuse.
- * 2,117 informational presentations for mandated reporters held.
- * 142,021 individuals attended informational presentations at conferences and health fairs.

MEDIA EVENTS:

- * 19 projects conducted media events to raise awareness about the issue of elder abuse.
- * 447 media events, including television reports, radio stories, newspaper articles, DVDs, and press releases.
- * 12 million individuals reached through media events.

ed·u·cate

1. Give intellectual, moral, and social instruction.
2. To give training or information on a particular field.

Victim Assessments and Client 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:

- * 15 projects conducted assessments of victims of elder abuse.
- * 12,000 hotline screenings of victims of potential elder abuse.
- * 8,284 assessment screenings of potential clients.
- * 6,713 brief assessments of potential clients.
- * 1,630 assessment meetings attended by professionals to create a case plan.
- * 4,494 formal medical, social, and psychological assessments of elder abuse victims conducted by professionals in the field.

CLIENT SERVICES:

- * 19 projects provided client services to victims of elder abuse.
- * 233 affiliated agencies helped to develop expanded or new elder abuse services.
- * 4,751 clients received enhanced elder abuse and neglect services.
- * 1,536 clients relocated to licensed facilities or to be with family after issuing citations to 77 unlicensed care facilities.
- * 560 seniors demonstrated significantly improved quality of life due to client interventions.

lead

1. To go before or with to show the way.
2. To direct on a course.

Asset Preservation and Leveraged Resources

DESIRED OUTCOME: Maintenance of seniors' quality of life after suffering from financial elder abuse and greater capacity to provide higher quality services and ensure project sustainability.



RESULTS

ASSET PRESERVATION:

- * 13 projects preserved assets on behalf of victims of elder financial abuse.
- * Resolved asset preservation, through conservatorships or negotiated after threat of litigation, for 193 victims of elder abuse.
- * Preserved over \$50.9 million in assets of vulnerable older adults.
- * For every \$1.00 of Archstone Foundation funding, approximately \$7.40 in older adults' assets were preserved.

LEVERAGED RESOURCES:

- * 19 projects leveraged additional resources to fulfill the project goals.
- * Over \$13.2 million in total leveraged resources, including additional grants and in-kind contributions from partner agencies.
- * For every \$1.00 of Archstone Foundation funding, approximately \$1.93 in additional resources were leveraged.

col·lab·o·rate

1. To work, one with another.
2. To cooperate.

Improving Systems through Infrastructure Development

DESIRED OUTCOME: Greater capacity for systems, agencies, and organizations to provide higher quality services to victims of elder abuse. 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:

- * 20 projects engaged in activities to develop or enhance infrastructure for systems that support victims of elder abuse.
- * 8,619 meetings were held to develop services infrastructure.

dem·on·strate

1. To show clearly.
2. To illustrate and explain.

Statewide, National, and International Impact

DESIRED OUTCOME: Greater capacity within California, nationally, and internationally to recognize elder abuse and provide high quality services to elders and a greater international awareness of elder abuse and neglect.



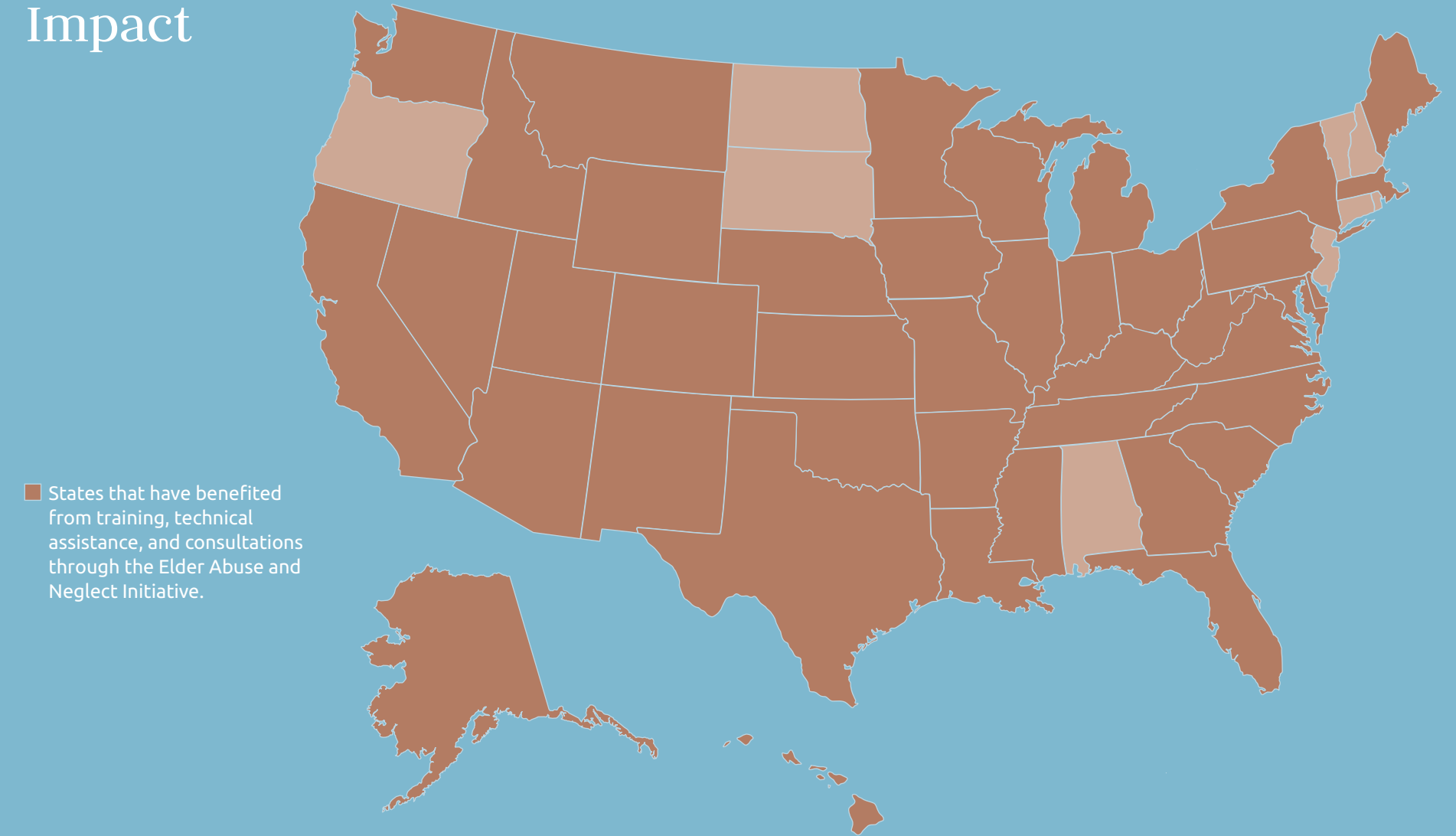
RESULTS

- * Created a coalition of statewide advocates and providers who continue to work collaboratively to address issues of elder abuse and neglect.
- * Published results and lessons learned of the Elder Abuse and Neglect Initiative in a special double issue of the Journal of Elder Abuse and Neglect.
- * Hosted a California Statewide Summit to discuss critical issues and create a plan for future action, "Improving California's Response to Elder Abuse, Neglect, and Exploitation: A Blueprint."
- * 13 projects provided 269 instances of technical assistance, training, informational presentations, or case consultations to professionals and agencies in 40 states (including California) and the District of Columbia.
- * 7 projects provided 31 technical assistance contacts to 12 foreign countries, including:
 - Australia
 - Canada
 - Columbia
 - England
 - Israel
 - Japan
 - Mexico
 - Philippines
 - South Africa
 - South Korea
 - Sweden
 - Switzerland

im·pact

1. To have an effect on.
2. Influence.

National Impact



Overarching Themes

ACCOMPLISHMENTS OF THE 5-YEAR ELDER ABUSE AND NEGLECT INITIATIVE INCLUDED:

- * Building a cadre of leaders in California dedicated to improving elder abuse and neglect services;
- * Creating model programs that can be adapted and adopted across the country and world;
- * Utilizing a cooperative approach to testing new ideas and sharing successes and challenges;
- * Sharing a mission of delivering quality services across projects; and
- * Developing a common infrastructure to ensure that services continue, improve, and change to meet future needs.

Lessons Learned

Important lessons learned about initiative-based grantmaking 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. Exhibiting flexibility in implementation will help seed new ideas and create best practices.

ESTABLISHING AN INFRASTRUCTURE FOR SERVICES. Each project within the Initiative worked to establish or enhance the service delivery infrastructure within their community. Collectively, their actions have permanently changed and improved the way services are delivered to victims of elder abuse.

THE IMPORTANCE OF PROVIDING CONVENING AND TECHNICAL ASSISTANCE. Convening and technical assistance was an integral part of the design of the Initiative. The goal of the convening and technical assistance

function was to create a learning community in order to advance knowledge, develop leadership, allow for the cross-fertilization of ideas, translate current research into practice, and share successes and challenges in a meaningful way.

LEVERAGED RESOURCES. Fifteen projects received additional grants and resources that were likely to have been acquired exclusively because of the work, staff support, and credibility derived from the Archstone project. In total, for every dollar that the Archstone Foundation invested, an additional \$1.93 was leveraged.

THE NEED FOR A 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, the Foundation had the external evaluator in place at the start of the Initiative, so that appropriate reporting procedures, feedback loops, and continuous quality improvement systems were implemented from day one.

DISSEMINATION OF OUTCOMES AND RESULTS. A goal of the Initiative was to share results and best practices with others across the state, country, and world. Dissemination strategies included the 2010 California Statewide Summit and Blueprint, presentations at national meetings, and articles in peer-reviewed journals. Sharing outcomes has helped to define the future of elder abuse and neglect services.

“Not only must the public and private sector work together to infuse new ideas and solutions but they must also work together to identify resources in order to move the field of elder abuse and neglect forward. With the passage of the Elder Justice Act in 2010, the time is now critical to improve the systems that care for elder abuse and neglect victims across the country. Together, we can create a community and nation in which our senior population is treated with the respect and dignity that is the right of all people – no matter their age.” — Joseph F. Prevratil, President and CEO, Archstone Foundation



Next Steps

Recognizing that there is still much work to be done to protect older adults from elder abuse and neglect and its terrible consequences, the Board of Directors approved a 2-year continuation period for the Elder Abuse and Neglect Initiative (2011-2012).

FORENSIC CENTER SERVICES AND EVALUATION. Building upon the Foundation’s initial investment of \$3.2 million in forensic center development (2006-2010), funding supports further development and refinement of the forensic centers in California in order to develop standardized data systems, collect and analyze qualitative and quantitative outcomes data, provide information on lessons learned, and inform replication and dissemination of the model.

The forensic center projects include:

1. Center for Community Solutions – San Diego Help and Outreach to Protect the Elderly (HOPE) Team;
2. Institute on Aging - San Francisco Elder Abuse Forensic Center;
3. University of California, Irvine – Orange County Elder Abuse Forensic Center at the Center of Excellence on Elder Abuse and Neglect; and
4. University of Southern California – Los Angeles County Elder Abuse Forensic Center.

SERVICE INNOVATIONS. The Foundation is additionally supporting projects that will enhance services to victims of elder abuse and neglect. In June 2011, the Board awarded four Service Innovations projects that

seek to address unmet needs and fill gaps in services for victims of elder abuse and neglect in California.

The *Elder Abuse and Neglect Initiative - Service Innovations* projects include:

1. Bet Tzedek – Elder Justice Assessment System, to develop an elder abuse screening tool for legal aid providers;
2. The Center for Aging Resources – Eliciting Change in At-risk Elders (ECARE), a program to expand information, referral, and counseling services for elder abuse survivors;
3. County of Ventura, Human Services Agency – Adult Protective Services Preventative In-Home Partnership, an expansion of in-home medical and neuropsychological assessments for older adults seen by Adult Protective Services; and
4. WISE & Healthy Aging – Psychotherapy for Elder Abuse Survivors, a program to provide individual and group psychotherapy services to victims of elder abuse.

TECHNICAL ASSISTANCE AND SUPPORT. Technical assistance will continue to be provided by the Center of Excellence on Elder Abuse and Neglect at the University of California, Irvine. As part of the ongoing activities, the Center of Excellence will identify three California communities to deliver targeted training to build elder abuse service infrastructure, host quarterly Webinars on elder abuse topics, and develop fact sheets to translate new research on elder abuse into practice.

Elder Abuse and Neglect Initiative Projects

ORGANIZATION	TOPIC	2006 - 2007	2008 - 2010
Area Agency on Aging Serving Napa and Solano	Solano County Financial Abuse Specialist Team (FAST)	\$78,300	\$75,000
Bet Tzedek	Los Angeles County Elder Law Clinics	-	\$150,000
City College of San Francisco	Elder Abuse and Neglect Training for Frontline Health and Emergency Service Providers	\$108,268	\$143,557
City of Long Beach	Long Beach Elder Abuse Prevention Team	\$78,000	\$75,000
Conejo Valley Senior Concerns	Ventura County Financial Abuse Specialist Team (FAST)	-	\$75,000
Council on Aging Silicon Valley	Elder Abuse in Home Lending Protection Project	\$241,740	\$225,000
County of San Bernardino	Multidisciplinary Team (MDT) Project	\$78,012	\$75,000
County of Santa Clara	Enhancing the Capacity of a Diverse Faith Community to Address Elder Abuse	\$113,300	\$138,050
Elder Financial Protection Network	Marin County Financial Abuse Expert Team (FAET)	\$78,000	-
Institute on Aging	San Francisco Elder Abuse Forensic Center	\$179,785	\$400,000
Judicial Council of California	Implementing Effective Court Practice for Abused Elders	\$78,000	\$210,986
Riverside County Regional Medical Center	Elder Self-Neglect Multidisciplinary Team (MDT)	\$78,000	-

ORGANIZATION	TOPIC	2006 - 2007	2008 - 2010
San Diego County District Attorney's Office	Help and Outreach to Protect the Elderly (HOPE) Team	\$403,677	\$400,000
San Diego State University Research Foundation	Project Multidisciplinary Adult Services Training and Evaluation for Results (MASTER)	\$158,652	\$315,972
The Measurement Group	Cross-cutting Evaluation	\$319,995	\$559,995
University of California, Irvine	Center of Excellence	\$743,672	\$400,000
University of California, Irvine	Improving Adult Protective Services Data	\$191,929	\$200,000
University of California, Irvine	Convening and Technical Assistance	\$107,573	\$400,000
University of California, Irvine	2010 Summit and Blueprint	-	\$180,000
University of California, Los Angeles	Elder Abuse and Neglect Training for Dental Students	\$33,757	\$54,000
University of Southern California	Los Angeles County Elder Abuse Forensic Center	\$474,834	\$400,000
WISE Senior Services	Seniors Against Investment Fraud (SAIF)	\$219,997	-
WISE & Healthy Aging	Unlicensed Facility Complaint Investigations	-	\$270,000
TOTAL		\$3,765,491	\$4,747,560



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.

401 E. OCEAN BOULEVARD, SUITE 1000, LONG BEACH, CA 90802
PHONE: (562) 590-8655 WWW.ARCHSTONE.ORG