

GATEKEEPER

Gatekeepers are people who come into contact with elders and other vulnerable adults through their jobs and everyday activities. They are crucial eyes and ears in our community, a vital means of finding those most at risk of abuse.

June 2011

Greetings Gatekeeper Readers,

Today, June 15th, is World Elder Abuse Awareness Day! Show the world you care about ending elder abuse and neglect by wearing purple. You are welcome to stop by IOA's reception desk to pick up a purple awareness ribbon. Let's celebrate, **My World... Your World... Our World - Free of Elder Abuse.**

Regards,

Talitha Guinn, Elder Abuse Services Manager and
Mary Grant, Institute on Aging Volunteer



Dispatches from the Field

Elder Abuse Prevention Program News

World Elder Abuse Awareness Day (WEAAD)

Do you want to join with us in raising awareness about elder abuse. It is easy to do. Share the link to the International Network for the Prevention of Elder Abuse website: <http://www.inpea.net/home.html>. They host great information about WEAAD, including news and events from the day's activities from around the world. Put on your favorite purple shirt, wear a purple ribbon, or change your FaceBook profile picture purple, and you'll have the perfect conversation starter with your family and friends.



Here at EAP we've been busy getting ready to celebrate WEAAD.

Lina Tieu volunteered to help us make over 200 WEAAD flier and ribbon packets that we are sharing with partner agencies and visitors to IOA. Thanks for your help Lina!

Here's a look at what we were up to in May for Elder and Dependent Adult Awareness Month

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Gatekeeper Submissions

Gatekeeper eNewsletter is published quarterly by Institute on Aging, Elder Abuse Prevention Program.

Want to include your event in our next publication?

Contact us:

eap@ioaging.org

(415) 750-4180 ext. 222

Gatekeeper Archive

Want to read past issues of the Gatekeeper on-line?

[Click here](#)

Public Outreach

- Set up a booth and met with the public at Neighborhood Health Fair at the Western Addition Senior Center on May 19th.
- Rolled out the 2nd round of bus shelter ads. See an image of this ad to the right. These ads were run in English (pictured), Spanish, and Chinese.
- Provided testimony at the Public Safety Commission Meeting at the Board of Supervisors as part of the Family Violence Council.



Trainings

- **Elder Abuse Prevention: Trends and Best Practices** May 5, 2011- 3:00pm -4:30pm Located at IOA.
- **Community Living Fund Elder Abuse Training for Social Workers** May 12th - Located at CLF.
- **Elder Court Round Table** May 13th Located at BF SISK Courthouse, 630 "O" Street, Fresno 93724.
- **Older and Wiser: Getting Better At Serving Older Adults** May 20, 2011 1 PM-5 PM Located at IOA.
- **Independent Living Resource Center SF Elder Abuse Reporting** May 23rd.
- Continued to participate in the **Abuse in Later Life** trainings for the San Francisco Police Department May 17-18.
- **Financial Education Network** May 24th.
- **Train the Trainer** May 26th and 27th Located at IOA (more information below).



This year's **Train the Trainer** was, in a word, amazing! We had a talented and inspiring group of women attend. In this ten hour/two day training volunteer educators were given the content, skills, and support they will need to conduct awareness raising sessions to help seniors realize, recognize, and report elder abuse. We created a GoogleSite to keep in touch and collaborate with participants. You are welcome to view it here:

<https://sites.google.com/site/iaa2011tot/>

In The News

Inspector Greg Ovanessian Retires

Friend, colleague, and elder advocate Inspector Greg Ovanessian is retiring from a long career in the San Francisco Police Department's Economic Crimes Unit. Ovanessian is well respected by his peers and the elder justice community who will miss insight and experience in the field.

Joint Accounts and the Elderly

Paula Span, a *New York Times* blogger, "The New Old Age", and author who writes about issues affecting the elderly, interviewed the director of the American Bar Association's Commission on Law and Aging, Charles Sabatino, who suggests that joint bank accounts still leave the senior vulnerable to financial exploitation. Instead, Sabatono recommends what banks call "convenience" accounts, which still permit the senior's relative or other designated agent to pay the bills, but this account also invests the agent with responsibility to serve the interests of the senior. No right of survivorship exists after the main account holder dies and while these accounts are not monitored, they nonetheless indicate intention in a clear, transparent manner.

<http://newoldage.blogs.nytimes.com/author/paula-span/>

Traveling Scammers

Dina Miller and George Demetro, who travel around the country pulling scams on unwary seniors, were arrested in Massachusetts after pretending to be groundwater district employees in San Antonio where they ransacked and robbed a senior citizen in his home. Miller and Demetro were caught with considerable cash and other stolen goods after they were identified by one of the victims in a lineup in Baintree.

<http://www.nbclosangeles.com/news/local/Parolee-Accused-of-Stealing-280K-from-Blind-Deaf-Elderly-Woman--119789564.html>

More on Reverse Mortgages

People interested in personal experiences with reverse mortgages or who wish to learn more about this complicated financial instrument may check out "Report Your Reverse Mortgage Experience" at

<http://bucks.blogs.nytimes.com/2011/03/11/report-your-reverse-mortgage-experience/>

Fraud and Scam Alerts

Lottery Scammers Now Misusing Public Services - From www.Scamnot.org

The IC3 (Internet Crime Complaint Center) has received several complaints from victims who reported receiving telephone calls from a Jamaican subject claiming they were lottery winners. The subject told victims to first wire funds for various expenses, such as taxes



and other handling fees, to collect the lottery winnings. The subject threatened many victims with physical violence if they refused to wire money. The subjects were identified as Jamaican through their accents and verification of numbers displayed on the victim's caller ID.

Though this scam is not new, the subjects continue to develop new methods to further their fraudulent scheme. After the victim's family realized she was a victim of fraud and interceded to stop the liquidation of the victim's funds, the subject sent a taxicab to take the victim to a major retail establishment that offered wire transfer services, hoping the victim would wire the funds as requested.

In other instances, after elderly victims realized they were being defrauded and stopped participating in the lottery scam, the subjects asked local law enforcement to conduct "well-being" checks on the victims. However, during the courtesy checks, the victims told law enforcement about the lottery scams and avoided further victimization.

Apparently, the fraudsters tried to use law enforcement to further coerce the victims into again communicating with, or sending funds to, the fraudsters.

Spotlight

Department of the Treasury Financial Crimes Enforcement Network Advisory

FIN-2011-A003

Issued: February 22, 2011



Subject: Department of the Treasury Advisory to Financial Institutions on Filing Suspicious Activity Reports Regarding Elder Financial Exploitation

The Financial Crimes Enforcement Network (FinCEN) is issuing this advisory to assist the financial industry in reporting instances of financial exploitation of the elderly, a form of elder abuse. Financial institutions can play a key role in addressing elder financial exploitation due to the nature of the client relationship. Often, financial institutions are quick to suspect elder financial exploitation based on bank personnel familiarity with their elderly customers. The valuable role financial institutions can play in alerting appropriate authorities to suspected elder financial exploitation has received increased attention at the state level; this focus is consistent with an upward trend at the federal level in Suspicious Activity Reports (SARs) describing instances of suspected elder financial exploitation. Analysis of SARs reporting elder financial exploitation can provide critical information about specific frauds and potential trends, and can highlight abuses perpetrated against the elderly.

This advisory contains examples of "red flags" based on activity identified by various state and federal agencies and provides a common narrative term that will assist law enforcement in better identifying suspected cases of financial exploitation of the elderly reported in SARs.

[Click here to read the full advisory](#)

Legislative & Policy News

The following legislative and policy updates have been prepared by California Elder Justice Workgroup (CEJW). To find out more about the work of CEJW, visit their wiki site: <https://cejw.pbworks.com>



Stamp Out Elder Abuse Initiative Launched

This new initiative was launched by Elder Financial Protection Network (EFPN), the Elder Justice Coalition, Tennessee Vulnerable Adult Coalition and the Tennessee Commission on Aging and Disability. As part of the initiative, a proclamation was announced at the recent Elder Financial Protection Network's 8th Annual Call to Action on March 31. Elements of the proclamation include:

- *We the citizens of the United States of America respectfully request that our President and Congress enact legislation that would authorize the United States Postmaster General to issue an Elder Abuse semi postal stamp; and,*
- *We call upon Congress to fund the Elder Justice Act of 2010.*
- *The citizens of the United States of America, respectfully urge the President to issue a proclamation recognizing June 15, 2011 as World Elder Abuse Awareness Day and consider lighting the White House Purple on this date.*

To learn more about this initiative, read the full proclamation and sign the iPetition, visit: www.ipetitions.com/petition/stampoutelderabuse/

SB 586 - Elder and Disabled Adult Abuse Prevention Act

Authored by State Senator Fran Pavley and sponsored by AARP, SB 586 increases the fines for elder abuse crimes (including fraud, forgery, theft, embezzlement, identity theft, and physical abuse) with monies dedicated to the Adult Protective Services Agency in the jurisdiction where the crime is prosecuted. Monies would be for the purpose of abuse prevention and investigation. An additional provision of the bill seeks to prevent financial abuse of California's elderly and disabled population by defining and regulating the issuance of "signature stamps" by financial institutions. This would include establishing a framework in the financial code for the prevention of fraudulent signature stamp use.

To view the amended bill, visit:

http://info.sen.ca.gov/pub/11-12/bill/sen/sb_0551-0600/sb_586_bill_20110321_amended_sen_v98.pdf

Assemblymember Yamada Introduces Eight-Bill Aging and Long-Term Care Package

In February, Assemblymember Mariko Yamada, chair of the State Assembly's Aging and Long-Term Care Committee introduced a series of bills to improve services to older adults in California. The package included a bill to enhance elder abuse reporting requirements (AB 40) and a bill to assure flow of OAA dollars to Area Agencies on Aging during state budget standoffs (AB 533).

For details on the bills, visit:

AB 40 - http://www.aroundthecapitol.com/Bills/AB_40/20112012/

AB 533 - http://www.aroundthecapitol.com/Bills/AB_533/20112012/

Obama Budget for FY 2012 Includes Elder Justice Act Funding

In their February 14, 2011 newsletter, the Elder Justice Coalition (EJC)

announced that President Obama's FY 2012 budget proposed more than \$20 million in first time funding for programs included in the Elder Justice Act of 2010. The funding breakdown is as follows:

- Adult Protective Services (APS)-\$16.5 million for State Adult Protective Services demonstrations to improve operations. Of these funds, \$1.5 million will be targeted for coalition building, training and technical assistance, elder rights program development and research for preventing and addressing elder abuse within Tribal nations according to the Administration on Aging (AoA).
- Long-term Care Ombudsman Program-an additional \$5 million to improve resident advocacy to elders and adults with disabilities who live in long-term care settings.

[Learn more about the Elder Justice Coalition](#)

Calendar of Events

Elder Abuse Prevention (EAP) Program Events

EAP hosts educational and networking meetings detailed below. For further information please contact the EAP program. eap@ioaging.org
415-750-4180 ext. 222



Multidisciplinary Team Meeting (MDT)

Professionals from the fields of aging meet to review complex elder and dependent adult abuse cases and to learn about new services and resources. Since our meetings have merged with the San Francisco Elder Abuse Forensic Center case review meeting, our members now include community service providers, a psychologist, a psychiatrist, and a geriatrician, as well as representatives from Adult Protective Services, the San Francisco Police Department, the Public Guardian, and the DA's office. If you are a service provider dealing with a difficult case of elder abuse, feel free to contact us. We will consult with you to determine if presenting your case at the next MDT may be of benefit to you and your client.

When: 1:30-3:00 - 04/21/11, 06/16/11, 08/04/11, 09/29/11, 11/17/11

Where: 1650 Mission St., 4th floor, San Francisco, CA 94103

Elder Abuse Prevention Trainings

The EAP is available to provide in-service training on topics of elder abuse and neglect and mandated reporting. This May, schedule a training as one of your elder abuse awareness month activities!

Info: email eap@ioaging.org or call (415) 750-4180 x222

Institute on Aging (IOA) Events

IOA's Education Department provides numerous professional trainings, seminars, and continuing education (CE) credits opportunities each year.

For more information go to: <http://education.ioaging.org/>

Anxiety During Stressful Times

Presenter: **Patrick Arbore**, EdD, Director, Center for Elderly Suicide Prevention and Grief-Related Services, Institute on Aging

When: July 7, 2011 - 3:00pm - 4:30pm

Where: IOA's Senior Campus - 3575 Geary Blvd. in San Francisco
[Click here for more information](#)

Other Community Events

Please contact event host individually for more details.



Legal Assistance for Seniors: The 6th Annual Conference on Elder Abuse

Legal Assistance for Seniors hosts its 6th Annual Conference on Elder Abuse. This state-wide conference is an essential educational and networking opportunity for attorneys, social workers and medical professionals, as well as law enforcement officials and government agencies who work in the field of aging and elder abuse.

With our growing elderly community and with elder abuse on the rise, it is more important than ever to bring experts together to educate, discuss, and consider solutions to this serious and important issue.

Up to 6 units of continuing education credits may be earned for MCLE, MFT, LCSW, nurses and psychologists. (Credits for public administrators, public guardians & public conservators may be available, pending approval. Please inquire.)

Keynote & Sessions include:

- Keynote: Paying Attention to Elder Abuse: What We Can All Do - Tristan Svare, Esq.
- Screening for Cognitive Changes in Older Adults: Why, How, and Then What? - Charles Filanosky, Ph.D.
- Institutional Elder Abuse ... The Solution: Care Advocate Program - Dr. Rita Stuckey, EdD, MA, MPA, RN
- How to Remove an Abusing Trustee - Lynn Searle, JD, LLM
- Aging, Cognition and Capacity - Jonathan Canick, Ph.D.
- Promising New Treatments for Alzheimer's, Parkinson's, and other Brain Diseases that Place the Elderly at Risk - William H. Frey II, Ph.D.
- Understanding & Proving Undue Influence to Fight Elder Abuse - David G. Knitter, Esq.
- Improving California's Response to Elder Abuse: A Blueprint - Panel discussion moderated by Lisa Nerenberg, MSW, MPH
- Research Findings on Undue Influence in Probate Conservatorships Mary Joy Quinn, RN, MA and Lisa Nerenberg, MSW, MPH
- Spotting Elder Financial Abuse and Undue Influence - A Panel Discussion - Moderator: Kristen Boney, Esq.; Michelle Duval, Esq.; Laura Spease, Esq.; Julie L. Batz, Esq.; James Treggiari, Esq.; and Kirsten Voyles, Esq.
- How to Recover Your Elder Clients' Assets Prior to Filing a Lawsuit - Lizabeth N. de Vries, Esq
- Superior or Probate Court? Forum-Shopping Tips for Elder Abuse Complaints - Daniel D. Murphy, Esq
- Cultural Competency in Addressing Elder Abuse in Asian and Pacific Islander Communities - Stella Kang, J.D.

When: Monday, June 20, 2011 8:00 AM - 5:00 PM

Where: Marriott Oakland City Center
1001 Broadway Oakland, California 94607

510-451-4000

[Click here to register](#)

Elder Financial Protection Network and WesPay present

Confronting Financial Elder Abuse: Tools and Solutions for Financial Institutions

When: Wednesday, June 15, 2011 (World Elder Abuse Awareness Day)

Where: Federal Deposit Insurance Corporation (FDIC)

KEYNOTE SPEAKER

José Cisneros, Treasurer, City and County of San Francisco

PRESENTERS

Jenefer Duane, Founder and CEO, Elder Financial Protection Network

Helen Karr, Elder Abuse Special Assistant, San Francisco District Attorney's Office

Erika Falk, Psy.D., Institute on Aging

For more information or to register visit: <http://bewiseonline.org>

Elder Abuse Resources

The EAP has compiled a list of resources that we find valuable when working on issues of elder abuse. While this is not an exhaustive list, we hope you will find it useful.

[Click here to view resources](#)

Recently added resource:

The Professional Fiduciaries Bureau

The Professional Fiduciaries Bureau was created by legislation that passed and was enacted into law in 2007 to regulate non-family member professional fiduciaries, including conservators, guardians, trustees, and agents under durable power of attorney as defined by the Professional Fiduciaries Act.

Professional fiduciaries provide critical services to seniors, disabled persons, and children. They manage matters for clients including daily care, housing and medical needs, and also offer financial management services ranging from basic bill paying to estate and investment management. Requirements for licensing include passing an examination and completing thirty (30) hours of approved education courses (See Pre-Licensing Education Information), and earning fifteen (15) hours of continuing education credit each year for renewal. Licensees must comply with reporting requirements and must abide by the Professional Fiduciaries Code of Ethics so that client matters are handled responsibly and without conflict.

www.fiduciary.ca.gov/

If you have resources that you would like to see added to this list, please email tguinn@ioaging.org

Consortium Members

Institute on Aging * Department of Aging & Adult Services * SF Department of Public Health * SF District Attorney's Office * SF Ombudsman Office * SF Police Department, Fraud/Domestic Violence Units * Rape Treatment Center SFGH * Alzheimer's Association * Asian Women's Shelter * Bay Area Legal Aid * Bernal Heights Neighborhood Center * Bethany Center Senior Housing * California Advocates for Nursing Home Reform * Canon Kip Senior Center * Catholic Charities * Debra J. Dolch Fiduciary Services * Edgewood Center for Children & Families * Family Caregiver Alliance * Family Service Agency * Francis of

Assisi Community * Glenn Hammel, Ph.D. * HGA Personal Care Consultants * Hearing Society for the Bay Area * Home Sweet Home Care * Independent Living Resource Center * IHSS Public Authority * IHSS Consortium * Italian-American Community Services Agency * Jewish Family & Children's Services * Kaiser Hospital * La Casa de las Madres * Laguna Honda Hospital * Lakeside Senior Medical Center * Legal Assistance to the Elderly * Little Brothers - Friends of the Elderly * Marchi & Smith * Meals on Wheels of S.F. * National Council on the Aging * Network for Elders * New Leaf Outreach to Elders * Asian Pacific Islander Legal Outreach * Planning for Elders in the Central City * Recreational Center for the Handicapped * Riley Center * Russian American Community Services * St. Anthony Foundation * St. Francis Hospital * San Francisco Adult Day Support * San Francisco SAFE * Self-Help for the Elderly * Shalom Bayit * UCSF Mt. Zion Home Care * University Mound Ladies Home * Volunteer Legal Services Program/Bar Association of San Francisco * Woman, Inc.

General Consortium Information at IOA: (415) 750-4180 x222

Institute on Aging
415-750-4111
www.IOAging.org