

UNDERSTANDING ELDER ABUSE AND ELDER ABUSE INTERVENTIONS IN EAST TENNESSEE

Created by CAC Office On Aging Rise Above
Crime Program

1

MICKEY'S STORY

- o <https://www.youtube.com/watch?v=UMmSN7DEIi8>



Photo Credit: Click Americana

2

2

MICKEY'S STORY CONTINUED



Photo Credit: Paul Morigi/WireImage



Photo Credit: The Hollywood Reporter

3

3

DEFINING ELDER ABUSE: A NATIONAL LOOK

○ National Definitions:

- There is not one nationally agreed upon definition of elder abuse.

4

4

STATE DEFINITIONS:

- State of Tennessee:
 - Elder Abuse in the State of Tennessee includes any abuse (physical, sexual, and emotional), neglect (including self-neglect), and financial exploitation of older adults.

5

5

PURPOSE OF PRESENTATION

- Understand and Identify types of Elder Abuse
- Know how to report
- Recognize how to respond

6

6

THINGS TO KEEP IN MIND

- Take allegations of elder abuse seriously!
- Competent people have the right to make unwise decisions
- Reporting suspected elder abuse to Adult Protective Services is mandatory under state law in Tennessee*
- Consider your own assumptions on aging

7

7

WHO IS AN OLDER ADULT?

- 60+ according to Tennessee state law



8

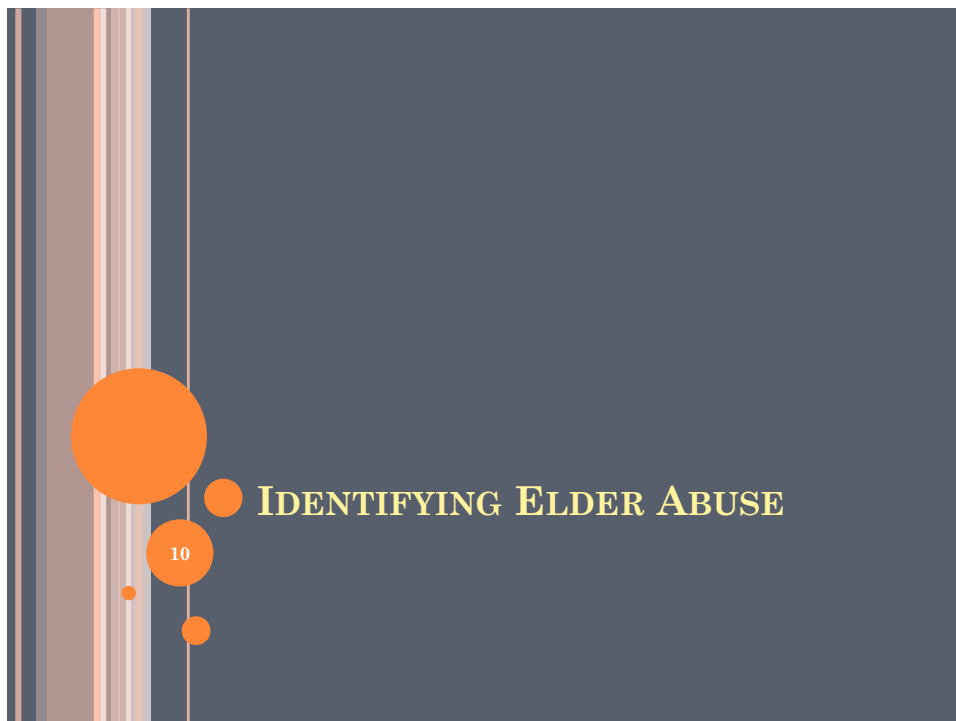
8

WHO MIGHT BE ABUSED?

- 146,435 people, or about 1/3 of Knox County population, are 50 and above.
 - 131,655 are White, including 1,875 Latinos
 - 10,899 are Black or African American
 - 3,881 are other or multiple races
 - 5,163 are first generation immigrants or refugees
 - 31,222 are blind or deaf or have some form of disability
 - 3,794 are lesbian, gay, bisexual and/or transgender

9

9



10

GROUP DISCUSSION

- What are the types of elder abuse?



11

11

TYPES OF ELDER ABUSE

(TEACH BEHIND)

- Physical Abuse
- Emotional Abuse
- Sexual Abuse
- Neglect
- Financial Exploitation
- Stalking
- Abandonment
- Self Neglect (no perpetrator involved)

12

12

TYPES OF ELDER ABUSE (CON.)

Key Point Reminder: Take an elder's allegation of abuse seriously!

Type of Abuse	Some Signs Abuse Might Be Occurring
Physical Abuse	<ul style="list-style-type: none"> • Bruises, black eyes, welts, lacerations, and rope marks • Broken bones and bone or skull fractures
Emotional Abuse	<ul style="list-style-type: none"> • Being extremely withdrawn and non communicative or non responsive • Being emotionally upset or agitated
Sexual Abuse	<ul style="list-style-type: none"> • Bruises or bleeding around the breasts, genitals, or anus • Unexplained venereal disease or genital infections
Neglect	<ul style="list-style-type: none"> • Unsanitary and unsafe living conditions • Unattended or untreated health problems

13

13

TYPES OF ELDER ABUSE (CON.)

Type of Abuse	Signs Abuse Might Be Occurring
Financial Exploitation	<ul style="list-style-type: none"> • Unexplained withdrawal of large sums of money by a person accompanying the elder • Substandard care being provided or bills unpaid despite the availability of adequate financial resources
Stalking	<ul style="list-style-type: none"> • Appearing at a person's home, business, or other places the victim normally frequents • Leaving multiple written notes, phone messages, e-mails
Abandonment	<ul style="list-style-type: none"> • The desertion of an elder at a hospital, a nursing facility, or other similar institution • The desertion of an elder at a shopping center or other public location
Self-Neglect (not a crime - no perpetrator)	<ul style="list-style-type: none"> • Dehydration, malnutrition, untreated or improperly attended medical conditions, and poor personal hygiene • Grossly inadequate housing or homelessness

Key Point Reminder: Competent people have the right to make unwise decisions

14

14

SCENARIO 1 – MS. IVY

- Ms. Ivy has her hair done every Tuesday.
- A few months ago, she said her son lost his job and was moving in with her.
- Since then, Ms. Ivy began missing or cancelling several appointments which is very unlike her.
- When she returns, she is disheveled and doesn't have money.
- You notice her left arm appears sore.

15

15

SCENARIO 1 – MS. IVY (CON.)

- What types of abuse could be occurring?
 - Physical Abuse
 - Emotional Abuse
 - Neglect
 - Financial Exploitation



16

16

QUESTIONS?

17

17

REPORTING ELDER ABUSE

18

18

ADULT PROTECTIVE SERVICES

[Video Link](#)

19

19

ADULT PROTECTIVE SERVICES (CON.)

- Key Point Reminder: Reporting suspected elder abuse to Adult Protective Services is mandatory under Tennessee state law for **everyone**.



20

20

REPORTING ELDER ABUSE

- Primary: Adult Protective Service or APS
 - Will tell you if the case is screened out or assigned
 - 1-888-277-8366 or <https://reportadultabuse.dhs.tn.gov>

- Secondary:
 - Knoxville Police Department, 865-215-6810
 - Knox County Sheriff's Office, 865-215-6820
 - Knox County District Attorney General's Office, 865-215-2515
 - Social Service Agencies (Obtaining Services)

21

21

QUESTIONS?

22

22

RESPONDING TO ELDER ABUSE:
Elder Abuse interventions in East Tennessee

23

23

RISE ABOVE CRIME (RAC)

Outreach

- Public Awareness Presentations
- Distributing Brochures
- Media Units (Press release, TV, radio, etc.)

Education

- CCR/Case Review
- Summary Sheet of Resources
- Summary Sheet of Criminal Justice System

Services

- Case Management Services
- Older Victim Support Group

24

24

WHAT IS RAC?

- Grant Funded under and agreement with the State of Tennessee, Office of Criminal Justice Programs, Victims of Crime Act (VOCA)
- Provides services to older adults who have been victims of crime, specifically elder abuse.
 - Older adults = anyone 50 and older for this program

25

25

ELDER ABUSE INTERVENTIONS

- Collaborative Response to Elder and Vulnerable Adult Abuse (CREVAA)
 - Operates through the East TN Area Agency on Aging and Disability (ETAAAD)- East TN Human Resource Agency (ETHRA) and other AAADs/HRAs across the state.
- Rise Above Crime (RAC)
 - Operates through the Knoxville Knox County Community Action Committee (CAC) Office on Aging.

26

26

ELDER ABUSE INTERVENTIONS (CONTINUED)

- These programs are 2 of the first VOCA funded, elder and vulnerable adult victims of crime programs in the United States.

27

27

SERVICES PROVIDED: CREVAA

- Services Provided Through CREVAA:
 - Homemaker Services
 - Personal Care Services
 - Therapy and Counseling
 - Durable Medical Equipment
 - Transportation
 - Emergency Housing/Housing Assistance
 - Emergency assistance, safety planning
 - Medication
 - Other – Case Management, Legal Advocacy

28

28

SERVICES PROVIDED: RAC

- Services Provided through RAC:
 - Case management
 - Needs assessments
 - Connection to local services
 - Safety planning
 - Transportation Coordination
 - Etc.
 - Legal advocacy
 - Assistance in obtaining an Order of Protection or a Restraining Order
 - Assistance with completing eligible criminal injuries compensation applications
 - Information on the criminal justice process
 - Law enforcement interview accompaniment
 - Counseling support
 - Crisis intervention
 - Support Group

29

29

REMEDIES FOR ELDER ABUSE

- Powers of Attorney
- Guardianship/Conservatorship
- Social Security Administration Payee
- Order of Protection
- Detainer Warrant
- Ombudsman



30

30

POWERS OF ATTORNEY

- A legal tool that allows another person the option to make financial and/or health care decisions on your behalf or in addition to yourself

- For More Information Contact:
 - Legal Aid of East Tennessee, 865-637-0484
 - The Lawyer Referral and Information Service of the Knoxville Bar Association, 865-522-7501

31

31

GUARDIANSHIP/CONSERVATORSHIP

- Guardianship: Government
- Conservatorship: Private individual
- Stronger tool than requires court appointment

- For More Information Contact:
 - Legal Aid of East Tennessee, 865-637-0484
 - The Lawyer Referral and Information Service of the Knoxville Bar Association, 865-522-7501

32

32

SOCIAL SECURITY ADMINISTRATION PAYEE

- An individual or organization that receives and manages a vulnerable person's SSA funds

- For More Information Contact:
 - Social Security Administration at 1-800-772-1213 (TTY 1-800-325-0778)
 - Visit www.socialsecurity.gov/payee

33

33

ORDER OF PROTECTION

- What is an Order of Protection?
- Who can petition for an Order of Protection?
 - Victims of domestic abuse in one of the following types of relationships:
 - Adults or minors who are current or former spouses
 - Adults or minors who live together or who have lived together
 - Adults or minors who are dating, have dated, or have had a sexual relationship
 - Adults or minors related by blood or by adoption
 - Children of a person in one of the above relationships
 - Stalking victims (regardless of relationship with the perpetrator)
 - Sexual assault victims (regardless of relationship with the perpetrator)

- For More Information Contact:
 - Family Justice Center, 865-215-6800
 - Helen Ross McNabb Center (domestic violence services), 865-637-8000

34

34

DETAINDER WARRANT

- A tool that home owners can use to have someone removed from their home
 - Not immediate
 - Let law enforcement remove abuser's belongings

- For More Information Contact:
 - Legal Aid of East Tennessee, 865-637-0484
 - The Lawyer Referral and Information Service of the Knoxville Bar Association, 865-522-7501

35

35

LONG TERM CARE OMBUDSMAN

- Investigates allegations of abuse in long term care facilities
 - Individuals should still report abuse to Adult Protective Services

- For More Information Contact:
 - Long Term Care Ombudsman, (865) 691-2551 x4223

36

36

SCENARIO 2 – MR. JOE

- Mr. Joe owns his house and uses a wheelchair.
- His paid caregiver moves in.
- The caregiver begins dominating Mr. Joe and is hitting him. Mr. Joe wants the caregiver to leave.
- What remedies could he use?



37

SCENARIO 2 – MR. JOE (CON.)

- Order of Protection
 - Detainer Warrant
-
- Key Point Reminder: Consider your own assumptions on aging

38

38

RESOURCES

- [CAC Office on Aging](#), 865-524-2786
 - Publishes Knox County Senior Directory in print and online
 - 20+ programs for older adults including mobile meals, Daily Living Center (adult day care), senior companions, and senior citizen information and referral.
- [Area Agency on Aging & Disability \(AAAD\)](#), 866-836-6678
 - TennCare CHOICES in Long Term Care
 - Options for Community Living
 - National Family Caregiver Support Program
 - Long Term Care Ombudsman
 - Care Transitions
 - Public Guardianship for the Elderly

39

39

RESOURCES (CON.)

- [Family Justice Center](#), 865-521-6336
 - Orders of Protection
 - Safety Planning
 - 60+ Community Partners
- [East Tennessee 211](#), 865-215-4211
 - Community resource database for Knox and surrounding counties available online and by phone
 - Includes most social services available including housing, utility assistance, food, clothing resources, etc.

40

40

RESOURCES (CON.)

Helen Ross McNabb Center:

- Domestic Violence Services, 865-637-8000
 - Transitional Housing
 - Kent C. Withers Family Crisis Center
 - Outreach Programs
- Sexual Assault Center, 865-522-7273
 - Sexual assault nurse examinations
 - Therapy
 - Outreach Programs

41

41

RESOURCES (CON.)

- Catholic Charities of East Tennessee
 - Central Office, 865-524-9896
 - Five Rivers and Horizon Houses (Mental Health)
 - Office of Immigrant Services
 - Samaritan Place, 865-684-1880
 - Emergency, Transitional and Long-Term Supportive Housing for Seniors. Basic eligibility criteria are: age 60 and older; not a threat to self or others; ambulatory; and able to manage daily activities with minimal assistance.
- Legal Aid of East Tennessee, 865-637-0484
 - Civil legal assistance
 - Hispanic Outreach
 - Community Education

42

42

RESOURCES (CON.)

- [Contact Care Line](#), 865-312-7450
 - Crisis line for people in need of crisis intervention
 - Daily reassurance calls for seniors in 865 area code
- [Senior Citizen Awareness Network \(SCAN\)](#), 865-215-5444
 - Trained volunteers in uniform and vehicles visit elderly at their homes, provide security surveys, crime prevention counseling, and community resource referrals
 - Available in Knox County only (not available in city limits)
- [YWCA](#), 865-523-6126
 - Bilingual Victim Advocacy Program
 - Keys of Hope Women's Housing Program
 - Phyllis Wheatley Center Senior Network
- [Love Kitchen](#), 865-546-3248
 - Walk-in meals on Wed and Thurs
 - Free food bag given on Wed (as supplies last)
 - Week worth of cooked meals for homebound and disabled on Thurs

43

43

RESOURCES (CON.)

- [Bridge Refugee Services](#), 865-540-1311
 - Case Management
 - Employment Assistance
 - English Language Training
- [disABILITY Resource Center](#), 865-637-3666
 - Independent Living Skills
 - Transitioning to home based living
 - Peer Support
 - Referrals

44

44

RESOURCES (CON.)

- Centro Hispano De East Tennessee, 865-522-0052
 - Information & Referral Line
 - Financial Education
 - Legal Advice Clinic
- Positively Living, 865-525-1540
 - Case management, supportive housing, food service, and mental health/addiction counseling to individuals who are homeless; mentally ill; addicted to drugs, alcohol, or other substances; and/or living with HIV/AIDS
- St. Ninian's, 865-523-6101
 - Limited financial assistance and referrals for LGBT People

45

45

RESOURCES FOR MR. JOE

- What resources would be helpful for Mr. Joe?

46

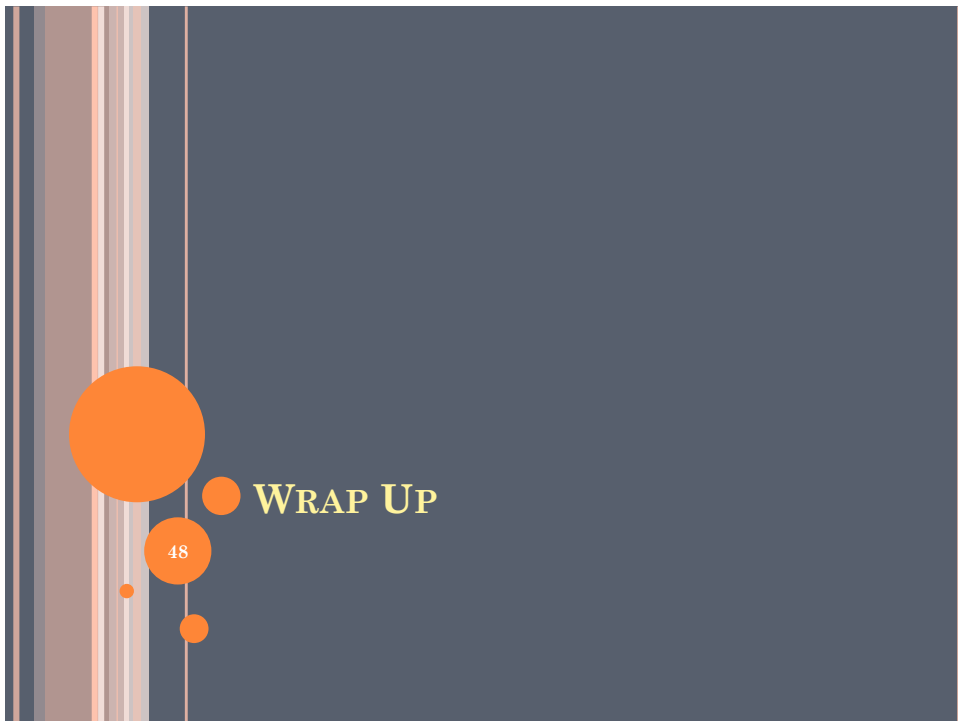
46

RESOURCES FOR MR. JOE

- Office on Aging
- Area Agency on Aging and Disability
- disABILITY Resource Center
- 211

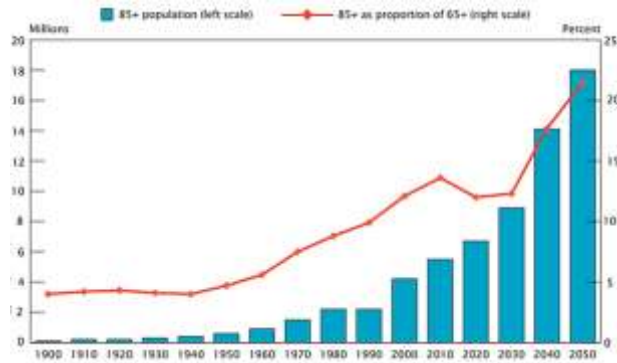
47

47



48

WHY SHOULD YOU CARE?



49

49

WHY SHOULD YOU CARE? (CON.)

- As few as 1/23 cases are reported
- In 2017, 1,150 reports investigated by the Elder Abuse Unit in the Knox County District Attorneys Office
 - Compared to 750 investigated cases in 2015

50

50

THANK YOU!

- **Reminder: Key Points**
 - Take allegations of elder abuse seriously!
 - Reporting suspected elder abuse to Adult Protective Services is mandatory under state law
 - Competent people have the right to make unwise decisions
 - Consider your own assumptions on aging

51

51

FOR MORE INFORMATION ON...

- **This Training or Elder Abuse Work in Knoxville**
 - Emma Parrott, Rise Above Crime Program Manager
 - Knoxville-Knox County Community Action Committee Office on Aging
 - emma.parrott@knoxseniors.org or 865-524-2786
- **General Elder Abuse Information**
 - www.ncall.us
- **Reporting Elder Abuse (It's Mandatory!)**
 - Adult Protective Services
 - 1-888-277-8366 or <https://reportadultabuse.dhs.tn.gov>

52

52

SOURCES

- [The Hollywood Reporter](#)
- [Tennessee State Code Annotated](#)
- [National Clearinghouse on Abuse in Later Life](#)
- [U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimate](#)
- [Williams Institute Estimate](#)
- [Nashville Public Television](#)
- [National Center on Elder Abuse](#)
- [National Council on Aging](#)
- [Tennessee Adult Protective Services](#)

Please note that the purpose of this presentation is to inform and that nothing in this presentation should be construed as legal advice. If you are needing legal advice, please seek appropriate legal counsel.

53