

In the Pennsylvania House of Representatives

Testimony Regarding
Elder Abuse in Pennsylvania

Before the
Aging and Older Adult Services Committee

Presented by
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Good Morning Ladies and Gentlemen of the Committee, Secretary Duke and distinguished colleagues. I am Ronald Costen. I am an attorney and geriatric social worker and I direct the Pennsylvania Institute on Protective Services at Temple University. The Institute is funded by the Pennsylvania Department of Aging and given support and guidance by the Department.

The Institute is an integral part of the aging services network in Pennsylvania. We have been assigned five primary duties by the Department of Aging. These include:

1. Providing basic and advanced older adult protective services training and education to staff of the Commonwealth's 52 area agencies on aging that provide protective services to older adults.
2. Delivering consultation to the protective services programs throughout the state that are investigating and seeking to resolve complex elder abuse cases. The consultations we provide are focused on protecting older adults, and where crimes have been committed assisting the protective services agencies to refer cases to law enforcement.
3. Providing education and case consultation to the Commonwealth's district attorneys, local and state police departments and the coroners of each of the State's 67 counties. This role has in part been discharged through planning and delivering elder abuse legal and investigative training to district attorneys throughout the state as we did this past summer, training over 177 district attorney and county solicitor personnel. We also receive requests for assistance from law enforcement and prosecutors to aid in providing investigative and legal analysis of crimes committed against older adults. Most often these crimes involve the theft of assets or the infliction of injuries to older adults who are supposedly receiving care for which they or the Commonwealth is paying. In these cases what is often uncovered is that the care is so substandard that the older adult sustains bodily injury often so serious as to threaten their lives.
4. Establishing multi-disciplinary elder abuse task forces throughout the Commonwealth. These task forces are designed to serve as mechanisms

through which cases of elder victimization can be discussed and reviewed among protective services personnel, police, district attorneys, coroners and other expert professionals such as accountants, clergy and banking officials. Staff from the Institute assists in the establishment and on-going management of the task forces. As the task forces develop they often adopt different configurations. Some expand into larger community education roles, others focus exclusively on uncovering and prosecuting cases of criminal victimization of the elderly, some become less formally organized and develop into on-going consultative mechanism among the district attorneys and protective services personnel. What is important about the implementation of these task forces is that each is developed to meet the needs and administrative structure of the county or counties served. Presently there are 36 counties involved in task force work. Some have established and regularly meeting groups; some have developing structures that are working to determine what works best for the locality being served; and some have become law enforcement collaborative models.

5. Providing on-going community education on prevention of elder abuse and where it is found, quick referral to end the mistreatment. The professionals trained under this category of work include, health care professionals in long term care; financial institution personnel; coroners; other public officials and other parties (clergy and funeral directors) that routinely deal with older adults.

You will note that with my brief remarks I have included the Institute's Annual Report for FY 2012-13. We will briefly review that, but I would like you to note that with a small staff we have been able in theft cases to recover or secure court ordered restitution for older adults in the amount of \$1,560,741. This has involved working in collaboration with the area agencies on aging, police and district attorneys. Additionally it is significant that staff provided 63 case consultations (reviewing and advising on how to protect an older adult and what actions next to take) and undertook actual investigations (actively conducting investigations with protective services personnel and/or law enforcement) in 19

new cases and 7 cases carried over from the previous year, for a total of 89 cases handled by Institute personnel.

Just looking at the Institute's consultative work for the first four full months of this fiscal year, e.g., July to October 2013, the data reveal that a total of 33 consultations have been undertaken and five active investigations have been opened. Of those cases, the majority is financial exploitation (15) and these cases involve loss to older adults of \$2,883,234.00, with another \$756,051.00 being preserved from theft by the action of the protective services agencies and the Institute and there have been \$110,000.00 recovered of the total losses. Of the three cases that have been closed during this current fiscal year, all have been closed through arrest, conviction or continuing law enforcement investigation.

The work I have highlighted above is carried out by the full time equivalent of 3.25 staff and two consultants. I should also point out that Temple sought, and received, a grant from the Pennsylvania Commission on Crime and Delinquency, to provide a three-quarter time financial forensic examiner to serve the four area agencies on aging and the six district attorneys' offices of Central Pennsylvania. The included counties are Schuylkill, Luzerne, Wyoming, Montour, Columbia and Northumberland. This project is designed to enhance the identification of cases involving financial exploitation (theft) of older adults and to provide technical forensic financial analysis to protective services personnel, police and district attorneys. This project is entitled, "Central Pennsylvania Multi-County elder Theft Collaboration Project."

Thus far in the fourteen (14) months of operating this project thirty (30) consultations have occurred, thirteen (13) investigations have been undertaken and of that number twelve (12) have been referred to law enforcement and three (3) of those defendants have been arrested. Over \$500,000 has been protected from theft by the intervention of the protective services programs and the Institute, over \$1,200,000 has been taken from older adults, and restitution of just under \$2,000 has been paid by a perpetrator in settlement of a family dispute.

Thank you ladies and gentlemen for the attention you have paid to what I have had to report. I look forward to continuing to work with the Committee in

crafting additional legislation that is responsive to the needs of older adults for protection and restoration to those older adults who have been victimized. I applaud you for the foresight that is shown by the Committee and I will be happy answer any questions which you may have. Thank you.



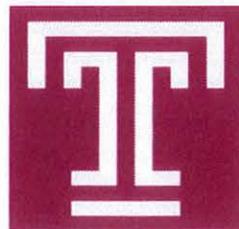
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DEPARTMENT OF AGING

Pennsylvania Department of Aging's

Institute on Protective Services

at Temple University



Annual Report
July 2012 - June 2013

DIRECTOR'S SUMMARY

This past year has been a very busy and productive year for educational enrichment, consultations to Area Agencies on Aging (AAAs) and law enforcement. The Institute has also actively assisted in the investigation of protective services and legal cases. As this report reveals the Institute staff conducted 63 consultations and collaborated in completing 19 new investigations along with the 7 carried over from prior years.

While the report documents the amount of funds that elders lost and the amount protected by effective investigation, it should be pointed out that this year the protective services agencies, in collaboration with the Institute, were able to recover, or secure court ordered restitution for these 26 cases in the amount of \$1,560,741, an excellent achievement that speaks both to the good work of the protective services investigators and Institute staff.

Training has always been a core function of the Institute and this past year Institute staff trained 588 Area Agency on Aging personnel and 1,206 bankers, law enforcement and community members. The Institute works closely with the Aging Network through the P4A PS & Guardianship committee to provide enrichment training that meets the needs of the AAA's protective service investigators. Through the Institute's staff and consultants, trainings offered this year, like in the past, received very high overall satisfaction scores from participants.

It is significant that the Institute put forth at least four new initiatives this year. First is the delivery of two legal training programs, one in State College for AAA solicitors and five more for District Attorneys and their staff throughout the state. Further, the Institute began offering webinars on financial exploitation to allow AAA personnel to acquire additional knowledge and skill in these investigations from the comfort of their offices. As well, the Institute, under the leadership of Linda Mill, developed and distributed a Task Force Development Manual for use by developing and existing task forces. And the Institute was fortunate to receive funding from the Pennsylvania Commission on Crime and Delinquency to provide a fraud examiner for 4 area agencies on aging, serving six counties in Central Pennsylvania in order to facilitate the identification and effective investigation of theft of assets from older adults. All of these initiatives demonstrate the Institute's commitment to serving the Aging Network and the willingness of the AAAs and law enforcement agencies to collaborate.

Finally, I want to ask for the continuing support of the aging network and pledge to continue being responsive to the network's needs and interests. Please contact Institute personnel whenever there is any way we can be of assistance to your protective services work.

Ronald W. Costen, Ph.D., Esquire
Professor and Director

OVERVIEW - CASE CONSULTATIONS AND INVESTIGATIONS

A case **consultation** is defined as providing assistance to the Area Agency on Aging (AAA) or law enforcement on legal strategies, financial analysis, document review and other case elements.

A case **investigation** is defined as taking an active role in the review and evaluation of the evidence in the case to include medical records review, interviews, forensic review of financial records, preparation of reports, meeting with the AAA, law enforcement and prosecutors and testifying in civil or criminal matters.

During the 12 month contract period of July 1, 2012 to June 30, 2013, the Institute:

- **Consulted on 61 new matters for a total of 152.50 hours or an average of 2.5 hours per consultation.** This represents a 43% increase in time per consultation over the prior reporting period. Additionally there were 2 consultations that turned into investigations for a total of 63 case consultations for 28 different counties.
 - The **Case Types** for the 63 Consultations were:
 - 50 Financial Exploitation
 - 10 Neglect
 - 3 Sexual

- **Investigated 19 new cases and 7 existing cases for a total of 26 cases and 817.50 hours.** These investigations involved 17 different counties.
 - The **Case Types** of these 26 Investigations were:
 - 7 Neglect,
 - 19 Financial Exploitation.

 - Total **Estimated Loss** to Older Adults: **\$4,189,770.68**
 - **\$220,514.25 average loss** per financial exploitation case

 - **Investigative hours** per case are finalized after a case is closed. During this report period, 13 cases were closed:
 - 11 financial exploitation cases were closed for a total of 634.25 hours or an average of 57.65 hours per case (11% increase from prior reporting period.)
 - 2 Neglect cases were closed for a total of 46 hours or an average of 23 hours per case.

RESULTS - CASE CONSULTATIONS AND INVESTIGATIONS

CASE CONSULTATIONS

The Institute has implemented a more detail data tracking system for case consultations for the 2014 fiscal year. While full data is not available for this reporting year, we collected limited data on 29 financial exploitation consultations:

- **Victim:**
 - **24 Unmarried Women (83%)**
 - 4 Unmarried Men (14%)
 - 1 Husband and wife (3%)
- **Perpetrator:**
 - **22 Family Members (76%)**
(Son, Daughter, Niece, granddaughter, grandson, brother, daughter in law)
 - 5 Strangers (17%)
 - 2 Professionals (7%)
(Financial Advisor, Attorney)
- **Theft Type**
 - **23 Cash/Bank Accounts (79%)**
 - 2 Real Property (7%)
 - 2 Scams (7%)
 - 1 Cash & Real Property (3%)
 - 1 Cash & Personal Property (3%)

The common reasons for case consultations were:

- Review of Power of Attorney documents
- Investigative strategies – evidence needed to prove a crime has been committed
- Advice on what financial documents to seek and how to obtain them
- How to gain assistance from bank to protect assets/bank accounts from further loss
- Review of medical records - Are there grounds to charge 2713 – Neglect of a Care Dependent Person?
- Assistance to law enforcement in crafting charging documents in criminal matters
- Expert Witnesses needed for neglect and financial exploitation cases

RESULTS - CASE CONSULTATIONS AND INVESTIGATIONS (continued)

OPEN INVESTIGATIONS (19):

- **Financial Exploitation** **\$2,178,604.85** (*estimated*)
This represents the amount of loss estimated at the time of this report. This number may change as cases are further investigated and finalized.
- **Assets Protected** **\$ 744,592.70**
Defined as the amount of funds the older adult retained as a result of the intervention and investigative work of the Area Agency on Aging and the Institute.
- **Criminal Action**
 - **Recovery** **\$50,000.00** (*recovery to date – case pending trial*)
 - **6 Arrests:**
 - Montour Case– Trial scheduled for August 2013 (Financial Exploitation) \$50,000 recovery to date
 - Huntingdon Case – Trial scheduled for September 2013 (Neglect/Death)
 - Lancaster Cases (3) – District Attorney's Office negotiating plea agreements. (2 Financial Exploitation cases and 1 Neglect case)
 - Philadelphia Case – Trial date pending (Financial Exploitation)
 - **2 additional criminal trials** are pending in financial exploitation cases where law enforcement arrested the alleged perpetrator and then requested expert witness assistance from the Institute. (Lancaster & Mercer)

Selected Case Highlights:

- **Montour** – Of note in this case is the pre-trial collaboration between the Court, the District Attorney, the AAA and the Institute. Through a series of court orders, the defendant's real estate was frozen and he was required to provide \$50,000 to cover the cost of care for the victim, his grandmother.
- **Huntingdon**—This case is important in that it demonstrates collaboration. The District Attorney telephoned Director Costen indicating an older adult was found dead in a stream next to what was thought to be a licensed personal care home. The AAA went to the facility, which was not licensed, and removed all other residents. DPW personnel were dispatched and identified the facility that had lost its license and the State Police arrested the only staff member, the owner of the property. The District Attorney filed Involuntary Manslaughter and Neglect of Care Dependent Person charges against the owner and the primary witnesses at the preliminary hearing, at which Costen assisted the DA, were DPW staff, a trooper and AAA personnel. This demonstrates the quick and efficient activity to protect older adults and remove an unlawful provider from operation. All of this is due to the collaborative work that has been put in place by the AAA, the Institute, DPW, the District Attorney and State Police. Task Forces work!

RESULTS - CASE CONSULTATIONS AND INVESTIGATIONS (continued)**CLOSED CASES (13):**

- **Financial Exploitation** **\$2,011,165.83** (*Substantiated*)
- **Assets Protected** **\$123,312.57**
- **Restitution/Recovery** **\$1,560,740.91** (*see detail below*)
 - **Recovery (1)** **\$620,000.00**

Butler Case: Recovered three Annuity accounts for the older adult and also negotiated her return to her home in a life estate. Agreement made to waive criminal prosecution in lieu of recovery.
- **Civil Recovery (1)** **\$400,000.00**

Wayne Case: Negotiated a \$400,000.00 promissory note as part of an administrative hearing involving the Department, Institute and Area Agency on Aging.
- **Criminal Action (9)** **\$540,740.91** (court ordered restitution)
 - Guilty Pleas
 - York Case: Guilty plea by defendant. Sentenced to 5 years intermediate punishment with 5 months prison with work release, 5 months house arrest, and \$240,000 restitution.
 - Lancaster Case: Guilty plea by defendant. Sentenced to 8 years probation and \$98,251.29 restitution.
 - Guilty Verdict
 - Clarion Case: Guilty plea by defendant. Sentenced to 2 ½ to 5 years prison and \$202,489.62 restitution. The sentence was immediately appealed and the defendant is currently on house arrest.
 - Criminal Referrals
 - Lancaster Case: Criminal charges filed and the perpetrator was arrested but unable to prosecute theft due to statute of limitations.
 - Lancaster Case: Police report filed and active financial investigation but older adult passed away before charges could be filed. Unable to identify any other victims to continue with case.
 - Lehigh Case: Complex financial exploitation case involving a now deceased older adult. After initial investigation it was determined the case would best be served as an estate issue in Orphans Court.
 - Luzerne Case: After a thorough investigation it was determined that prosecution was not warranted under current law.
 - McKean Case: Financial exploitation case involving the sister of the older adult who lives out of state. Referral made to law enforcement but prosecution doubtful due to case complexities. Older adult now living with another relative and new POA who is considering civil action.

- Northumberland Case: Financial exploitation case involving credit card theft by a family friend. Older adult and son not willing to take necessary actions to allow criminal prosecution to move forward. Protected \$100,000 in assets and established new POA.
- **Older Adult Protected (2)**
 - Butler Case: Older adult recognizes theft occurred but chose not to press charges.
 - Wyoming Case: Neglect case where older adult is protected as she has now moved to another state to be cared for by other family members.

The Institute has implemented a more detail data tracking system for investigations for the 2014 fiscal year. While full data is not available for this reporting year, we did have limited data on the 11 closed financial exploitation investigations:

Older Adult Victim:

Gender:

- **8 Unmarried Women (73%)**
- 3 Unmarried Men (27%)

Residence:

- **7 Living in their own home (64%)**
- 4 Living in a facility (personal care or assisted living) (36%)

Perpetrator:

Gender:

- **9 Females (82%)**
- 2 Males (18%)

Relationship to Victim:

- **8 Family Members (73%)**
(Daughter (3), Niece (3), Nephew (1), Sister (1))
- 3 Family Friends (27%)

Fiduciary Authority Used to Commit Financial Exploitation? :

- **8 Yes (POA or Trustee) (73%)**
- 3 No fiduciary authority (27%)

Financial Exploitation/ Theft Type:

- **8 Cash/Bank Accounts (73%)**
- 2 Cash & Real Property (18%)
- 1 Cash, Real Property, Personal Property (9%)

Central PA Multi-County Elder Theft Collaboration Project

This year the Institute secured funding from the **Pennsylvania Commission on Crime and Delinquency** to place a Certified Fraud Examiner (CFE) in Central Pennsylvania, on an experimental basis to determine if having such an investigator assigned to four Area Agencies on Aging, serving six (6) counties would result in an increase in the number of complex financial exploitation cases uncovered, investigated and prosecuted. The six counties are: Luzerne, Wyoming, Schuylkill, Columbia, Montour, and Northumberland.

In the ten (10) months that the project has been in operation the CFE has conducted 25 consultations and undertaken 11 investigations in collaboration with protective services personnel and law enforcement agencies. The 11 cases involve a total of **\$1,199,044.86** in estimated losses to older adults or an average \$109,004.08 per case.

Of the investigations, two (2) perpetrators have been arrested and are in the process of being prosecuted, **\$536,781 in assets was protected** and a voluntary repayment of \$1,723 was secured for an older adult. Two more open cases are moving to the point of arrest, due to the collaboration.

TASK FORCE DEVELOPMENT

The Institute has always worked collaboratively with local Area Agencies on Aging (AAA's) and law enforcement to establish county based elder abuse Task Forces. Successful Task Forces are built on the premise that to effectively protect older adults the aging services network and law enforcement must work cooperatively in identifying and responding to elder victimization. Victims need to not only receive protective services to cope with the harm that has been done to them, but they also need to have the ability to seek restitution and justice. Professionals from the many different agencies that work with victimized older adults bring different but equally valuable knowledge and perspectives to achieve these goals.

In order to better reflect the current task force work in Pennsylvania, the following categories were developed during the fiscal year:

ACTIVE TASK FORCE: This category reflects a county that holds regular formal task force meetings. These meetings bring together representatives from the Area Agency on Aging, Law Enforcement and the community.

LAW ENFORCEMENT COLLABORATION: Some counties have decided not to have formal Task Force meetings – usually for one of two reasons: 1) Law Enforcement resources are limited and time is not available for ongoing meetings. 2) A formal Task Force was in place but has now evolved into focused case specific meetings between the District Attorney and the Area Agency on Aging. This model is effective when the communication between law enforcement and the Area Agency on Aging occurs on a routine basis.

DEVELOPING: These are counties who have expressed an interest in improving their collaboration with law enforcement and/or forming an official Task Force.

There are currently 36 Counties involved in Task Force work: 14 Active Task Forces, 14 Law Enforcement Collaborations and 8 counties in various stages of development. (see the last page of the report for map).

Below are some highlights of Institute Task Force activity over the last 12 months.

Task Force Development Work

- **Centre** – Initial meeting was held with the AAA Director and PS Supervisor in April 2013. A meeting with the District Attorney is to be scheduled for late summer/fall.
- Ongoing discussions have been held with AAA & law enforcement personnel in **Blair, Butler, Clarion, Clinton, Delaware, Elk, Jefferson, Lycoming, Somerset, and York** counties. Work will continue in the coming year to move these counties forward.

TASK FORCE DEVELOPMENT (continued)

New Task Forces / Law Enforcement Collaborations

- **Bedford County** – As of September 2012, this county has elected to meet on elder abuse issues as an extension of its existing Domestic Violence task force meetings.
- **Indiana County** – The first meeting of this task force occurred in December 2012 and was a direct result of the Solicitor training in October. Training for law enforcement and bank personnel is scheduled for September 2013.
- **Northumberland County** – As a result of several case meetings with the District Attorney and the dedication of a CFE through the PCCD project this county has established an active law enforcement collaboration.

Existing Task Force / Law Enforcement Collaborations

In addition to attending task force meetings and assisting with case investigations throughout the year in Berks, Chester, Franklin, Luzerne-Wyoming, Montgomery, Philadelphia, and Schuylkill, other task force activity has included:

- **Berks** – CFE delivered Bank Training in June 2013.
- **Cambria** – CFE delivered Bank training in November 2012.
- **Chester** – Institute personnel provided training to Nursing Home and Personal Care Home Administrators in September 2012.
- **Clearfield County** - Following law enforcement training in June 2012, this county's office of aging is actively collaborating with law enforcement, which has resulted in a recent arrest. The District Attorney has asked for assistance in creating a formal task force and perhaps collaborating with a neighboring county.
- **Dauphin** - CFE presented to the South Central Financial Security Officers Group in September 2012 and Mid Penn Bank in December 2012.
- **Franklin** – The first Task Force Meeting was held in July 2012. Over the course of the year the new task force has established a mission statement, a monthly meeting schedule, and developed a brochure. Training was provided to local attorneys in June and EMS and law enforcement training are scheduled for September 2013.
- **Huntingdon** – Institute director participated in the annual Elder Justice Day in May 2013.
- **Lancaster** – Institute director provided training to the Coroners in September 2012. Worked on 6 different cases this past year with the Assistant District Attorney. Discussions to move this county to a formal task force are underway.
- **Lehigh** – CFE presented to the Lehigh Valley Financial Security Officers Group in March 2013.
- **Luzerne-Wyoming** – Institute staff delivered 3 separate trainings to Law Enforcement, Banks, and Mental Health Professionals in May and June 2013.
- **Montgomery** – Institute director presented to the Montgomery County Estate Planning Council in June 2013.
- **Schuylkill** – Institute director delivered training to EMS Personnel in April 2013.

TASK FORCE AND COMMUNITY OUTREACH TRAINING

Solicitor and District Attorney Training

Over the past year, the Institute offered 2 legal trainings that have been critical in task force development. The first training was held in State College for solicitors and covered the topics of: strategies for preparing protective service workers for court; law enforcement involvement in protective services cases; adult protective services program statistics and trends; using civil litigation to recover assets; review of elder abuse task forces; and review of ethical and legal issues within the aging network. The second training was targeted toward District Attorney's, Assistant District Attorney's, and County Detectives. It also included solicitors and AAA protective services supervisors and administrators. The second training was offered in 5 locations and covered the topics of: overview of advocacy systems in Pennsylvania; the Older Adult Protective Services Act; fraud investigation strategies; Title 18: Power of Attorney Act; review of ethical issues; and case reviews and task force development. A total of 177 participants were trained in the solicitor/legal training offerings this year. Evaluation results for all classes are listed below:

	Q1	Q2	Q3	# Participants
October 19, 2012 – State College	4.56	4.78	4.59	26
June 12, 2013 – Meadville	4.71	4.74	4.75	22
June 13, 2013 – Monroeville	4.41	4.34	4.26	25
June 17, 2013 – State College	4.59	4.63	4.62	33
June 19, 2013 – King of Prussia	4.5	4.60	4.51	38
June 21, 2013 – Scranton	4.65	4.70	4.65	33
OVERALL	4.57	4.63	4.56	177

Scale 1 - 5 (1 = Strongly Disagree, 5 = Strongly Agree)

Q1 – I will be able to apply the knowledge learned

Q2 – The content was easy to understand

Q3 – I would recommend the program to a colleague

The most common themes from both solicitor and legal trainings were:

- Lots of useful and important information
- Content was a bit basic for those experienced in the PS system
- Excellent written material
- More focus on case law
- Very interesting and informative presenters

TASK FORCE AND COMMUNITY OUTREACH TRAINING (continued)

Community Outreach Training

During the reporting year, the Institute staff led or participated in 10 different training events focused on 711 professionals and community members that regularly interact with older adults. Each of these trainings was a direct result of Task Force education & outreach efforts.

	Q1	Q2	Q3	Q4	Q5	Presenter	# Participants
Nursing Home/Personal Care Home Administrators (Chester County)	4.75	4.69	4.72	4.55	4.70	4.88	39
Law Enforcement (Luzerne County)	4.75	4.85	4.85	4.49	4.95	4.95	26
Coroners (Lancaster County)	DATA NOT COLLECTED*						75
Geriatric Network (Centre County)	DATA NOT COLLECTED*						89
Act 28 – Hamburg Center (Cambria County)	DATA NOT COLLECTED*						83
EMS Personnel (Schuylkill County)	DATA NOT COLLECTED*						41
Elder Justice Day (Huntingdon County)	DATA NOT COLLECTED*						180
Estate Planning Council (Montgomery County)	DATA NOT COLLECTED*						75
Mental Health Professionals (Luzerne County)	DATA NOT COLLECTED*						81
Attorney Training (Franklin County)	DATA NOT COLLECTED*						22
OVERALL	4.75	4.75	4.77	4.53	4.80	4.91	711

Scale 1 - 5 (1 = Strongly Disagree, 5 = Strongly Agree)

Q1 – I will be able to apply the knowledge learned

Q2 – The content was easy to understand

Q3 – The materials distributed were useful

Q4 – The facility was appropriate for the training

Q5 – I would recommend the program to a colleague

Presenter – Overall skills/knowledge of the presenter

* Often these trainings are done as part of a larger training event that is not hosted by the Institute and therefore the traditional evaluation forms are not distributed.

TASK FORCE AND COMMUNITY OUTREACH TRAINING (continued)**Victimization of the Elderly: Preventing Financial Exploitation**

Over the past year, 10 different trainings were delivered for banks, law enforcement and other financial institutions. 495 participants received training on the problem of financial exploitation, how to identify and prevent it and reporting to Adult Protective Services.

Evaluation results for seven of the ten classes are listed below:

	Q1	Q2	Q3	Q4	Q5	Presenter	# Participants
Williamsport Financial Security Officers	4.80	4.95	4.90	4.90	4.95	4.95	24
Cambria County	4.68	4.91	4.87	4.49	4.87	4.86	61
Mid-Penn Bank	4.78	4.88	4.78	4.81	4.84	4.94	39
Jonestown Bank	4.65	4.87	4.70	4.78	4.83	4.87	27
Ephrata National Bank	4.79	4.82	4.76	4.85	4.88	4.88	40
Luzerne-Wyoming County Task Force	5.00	5.00	5.00	4.93	4.86	-	20
Berks County Task Force	4.84	4.94	4.94	4.90	4.97	4.97	34
South Central Financial Security Officers	DATA NOT COLLECTED*						50
PA Association of Community Banks (WEBINAR)	DATA NOT COLLECTED*						100
Lehigh Valley Financial Security Officers Group	DATA NOT COLLECTED*						100
OVERALL	4.77	4.90	4.84	4.76	4.88	4.90	495

Scale 1 - 5 (1 = Strongly Disagree, 5 = Strongly Agree)

Q1 – I will be able to apply the knowledge learned

Q2 – The content was easy to understand

Q3 – The materials distributed were useful

Q4 – The facility was appropriate for the training

Q5 – I would recommend the program to a colleague

Presenter – Overall skills/knowledge of the presenter

*No evaluations were done for the South Central and Lehigh Security Officers Group meetings as the presentations were incorporated into a larger training event sponsored by the organization. The PA Association of Community Banks did their own evaluation and all participants rated the program Excellent or Good.

TASK FORCE DEVELOPMENT MANUAL

This year the Institute created and published a task force development manual "***Building a Successful Task Force for Victimized Older Adults***". The manual is a compilation of best practices and models from across the state and country and is designed to facilitate the expansion of successful county-based multi-disciplinary efforts to respond to the growing challenges of elder abuse.

The manual reviews the 8-step process developed by the Institute, but also provides for customization to meet the unique needs of each county and the older adults it serves.

1. Draft a Statement of Purpose
2. Recruit Members
3. Develop Memoranda of Understanding
4. Conduct Initial Task Force Meetings
5. Hold Educational Sessions for Task Force Members
6. Develop a forum for regular review / referral of cases
7. Hold Educational Sessions for the Community
8. Brainstorm Other Ways to Meet the Need of the Community

The Manual was distributed as part of the Legal Training offered in June to District Attorneys to encourage task force development in all counties. It will be distributed to the entire network in August 2013 and will be updated as new material and success stories become available.

PROTECTIVE SERVICES ENRICHMENT TRAINING

During this period, we trained **558** people through seven basic enrichment trainings, two sessions of the basic PS training, three advanced supervisor enrichment trainings and a pilot of a financial exploitation webinar series. Below you will find a description of the trainings and evaluation results.

Basic Protective Services Training

Over the past year, 2 basic protective services trainings were delivered for new protective service investigators and other Area Agency on Aging personnel who desired to be eligible to do protective services investigations. Both trainings were held in State College and there were 101 participants who received the training this year. Evaluation results for both classes are listed below:

	Q1	Q2	Q3	Q4	Q5	# Participants
Fall- Day 1	4.80	4.77	4.80	4.67	4.82	57
Fall – Day 2	4.58	4.53	4.45	4.60	4.55	
Fall – Day 3	4.65	4.67	4.72	4.55	4.67	
Fall – Day 4	4.73	4.70	4.65	4.65	4.73	
Spring – Day 1	4.77	4.79	4.81	4.65	4.74	44
Spring – Day 2	4.21	3.95	4.40	4.52	4.44	
Spring – Day 3	4.45	4.65	4.65	4.50	4.60	
Spring – Day 4	4.66	4.61	4.76	4.61	4.71	
OVERALL	4.61	4.59	4.66	4.60	4.66	101

Scale 1 - 5 (1 = Strongly Disagree, 5 = Strongly Agree)

Q1 – I will be able to apply the knowledge learned

Q2 – The content was easy to understand

Q3 – The materials distributed were useful

Q4 – The facility was appropriate for the training

Q5 – I would recommend the program to a colleague

The most common themes from comments on basic training evaluations for this year were:

- To make training more interactive
- A lot of material to take in during the three and a half days
- Excellent presenters with lots of experience and knowledge
- To provide more examples of forms (i.e. Power of Attorney, PB22, etc.)
- Very good structure and flow of overall training

PROTECTIVE SERVICES ENRICHMENT TRAINING (continued)**Basic Enrichment Protective Services Training**

Over the past year, 7 basic protective services trainings were delivered for protective service investigators and other Area Agency on Aging personnel who are eligible to do protective services investigations. Each of these trainings offered 6 hours of enrichment training credits to fulfill the minimum requirement of continuing protective services education per year. Self-neglect investigations, which covered the process of assessment and decision making in self-neglect cases, was offered twice. Long-term care investigations was offered 4 times and lead investigators through the process of gathering, organizing and assessing evidence in cases involving long-term care facilities. Investigative questioning taught participants how to gather evidence in cases using effective questioning skills and was offered once.

A total of 336 participants were trained in the basic enrichment offerings this year. Evaluation results for both classes are listed below:

	Q1	Q2	Q3	Q4	Q5	# Participants
Self-Neglect Investigations October 10, 2012 - Harrisburg	4.38	4.59	4.55	4.52	4.48	66
Self-Neglect Investigations November 16, 2012 - Mars	4.73	4.73	4.73	4.81	4.73	26
Long-term Care Investigations November 8, 2012 - Meadville	4.60	4.25	4.45	4.60	4.40	20
Long-term Care Investigations December 6, 2012 – Wilkes-Barre	4.53	4.53	4.53	4.55	4.58	40
Long-term Care Investigations April 5, 2013 – State College	4.55	4.45	4.61	4.40	4.57	77
Long-term Care Investigations June 26, 2013 - Philadelphia	4.38	4.48	4.50	4.50	4.35	41
Investigative Questioning June 4, 2013 – Lancaster	4.46	4.68	4.54	4.68	4.54	66
OVERALL	4.49	4.55	4.56	4.55	4.52	336

Scale 1 - 5 (1 = Strongly Disagree, 5 = Strongly Agree)

Q1 – I will be able to apply the knowledge learned

Q2 – The content was easy to understand

Q3 – The materials distributed were useful

Q4 – The facility was appropriate for the training

Q5 – I would recommend the program to a colleague

PROTECTIVE SERVICES ENRICHMENT TRAINING (continued)

The most common themes from Self-Neglect Investigations were:

- Quality of presenters
- Excellent mix of training styles
- Material was too basic and needed to be more advanced for more seasoned workers
- Use of case study was very helpful

The most common themes from Long Term Care Investigations were:

- Good use of case examples
- Too much information for one day
- Good interaction throughout training

The most common themes from Investigative Questioning were:

- Knowledge and experience of presenters was very strong
- More emphasis on safety during interviewing process
- Presentation styles of presenters were engaging and entertaining
- Some of the material was too basic

PROTECTIVE SERVICES ENRICHMENT TRAINING (continued)

Advanced Supervisory Enrichment Protective Services Training

Over the past year, the advanced supervisory enrichment training was delivered in 3 locations for supervisors and seasoned protective services investigators. The training provided 6 hours of enrichment training credits to fulfill the minimum requirement of continuing protective services education per year. The training focused on providing excellence in protective services and covered opportunities and obstacles to reaching best practice levels in service delivery. A total of 89 participants were trained in the basic enrichment offerings this year. Evaluation results for both classes are listed below:

	Q1	Q2	Q3	Q4	Q5	# Participants
May 21, 2013 – Camp Hill	4.47	4.61	4.64	4.42	4.53	39
May 23, 2013 - Mars	4.71	4.77	4.65	4.58	4.58	32
June 18, 2013 – Centre Valley	4.69	4.69	4.63	4.63	4.75	18
OVERALL	4.60	4.68	4.64	4.52	4.59	89

Scale 1 - 5 (1 = Strongly Disagree, 5 = Strongly Agree)

Q1 – I will be able to apply the knowledge learned

Q2 – The content was easy to understand

Q3 – The materials distributed were useful

Q4 – The facility was appropriate for the training

Q5 – I would recommend the program to a colleague

The most common themes from the advanced supervisory trainings were:

- Excellent interaction and group input
- Very practical
- Good challenge to working toward excellence
- Documentation section felt unrealistic
- Strong flow of training and information
- Very useful handouts, especially documentation guideline handout

PROTECTIVE SERVICES ENRICHMENT TRAINING (continued)**Financial Exploitation Webinar Series**

A pilot of a new webinar series on financial exploitation was conducted. Linda Mill was the presenter and coordinator of the webinar. Participants were invited based on the attendance at basic protective service training in the fall of 2012. Additionally, others from the AAAs were allowed to attend. A total of 32 participants were part of the pilot, which consisted of three sessions, one hour each. We learned a great deal from the pilot, which will be utilized for future training delivery through webinar methodology. The key areas that we observed in this webinar were:

- The overall training format was received very positively with all but one person rating their experience as "Very Satisfied".
- The experience of downloading the training material received 100% satisfaction.
- Most participants expressed no issues using the chat function to communicate during the training.
- The majority of participants do not have microphones on their computers to ask questions verbally.
- There were no connectivity problems to hear and see the presentation.

