

# Elder Abuse and Neglect

## FISCAL YEAR 2013 ANNUAL REPORT

### How Many Reports of Abuse Were Received?

During the period of July 1, 2012, through June 30, 2013, there were 11,773 reports of elder abuse received by the program.

### What is elder abuse?

Elder abuse refers to the following types of mistreatment of any Illinois resident 60 years of age or older who lives in the community and is abused by another person.

**Physical Abuse** — causing the infliction of physical pain or injury to an older person.

**Sexual Abuse** — touching, fondling, or any other sexual activity with person when the person is unable to understand, unwilling to consent, threatened, or physically forced.

**Emotional Abuse** — verbal assaults, threats of abuse, harassment, or intimidation so as to compel the older person to engage in conduct from which s/he has a right to abstain or to refrain from conduct in which the older person has a right to engage.

**Confinement** — restraining or isolating an older person for other than medical reasons.

**Passive Neglect** — the failure by a caregiver to provide an older person with the necessities of life including, but not limited to, food, clothing, shelter, or medical care, because of failure to understand the older person's needs, lack of awareness of services to help meet needs, or lack of capacity to care for the older person.

**Willful Deprivation** — willfully denying assistance to an older person who requires medication, medical care, shelter, food, therapeutic device, or other physical assistance, thereby exposing that person to the risk of harm.

**Adult Protective Services Act.** In anticipation of HB 948 and SB 1164 amending the Elder Abuse and Neglect Act to become the Adult Protective Services Act effective July 1, 2013, the Department on Aging engaged in a number of planning activities to prepare caseworkers and supervisors to respond to abuse, neglect and exploitation reports involving persons 18-59 years of age with a disability. A series of five webinars were conducted, which included topics on interviewing persons with a disability, information on services for persons with developmental disabilities, mental health, the home services program, and sexual abuse. The Department on Aging also hosted a two day supervisor's training which was held June 18-19, 2013. The two day training covered changes to program standards, forms and rules. The training also included discussion with representatives from the Department of Human Services, Divisions of Developmental Disabilities, Mental Health and Office of Rehabilitation Services. During the last week of June 2013, Department staff assisted with the physical transfer of cases involving persons 18-59 with a disability from the Department of Human Services staff to the appropriate provider agency.

**How Does a Person Make an Elder Abuse Report?** Anyone who suspects that an older person is being mistreated should call the following number:

◆ The Department on Aging 24 hour Elder Abuse Hotline at 1-866-800-1409, 1-888-206-1327 (TTY)

◆ ALL CALLS ARE CONFIDENTIAL

### FY 2013 Accomplishments

**B\*SAFE (Bankers and Seniors Against Financial Exploitation).** During Fiscal Year 2013, provider agencies conducted training with 22 banks and financial institutions, which resulted in 513 bank employees being trained. Financial institutions conducted 20 trainings to 119 employees. Four trainings were conducted with 57 seniors.

**26th Anniversary of the Elder Rights Conference.** The Department hosted its 26th

**Financial Exploitation** — the misuse or withholding of an older person's resources to the disadvantage of the elderly person and/or the profit or advantage of another person.

### Illinois Law

The Illinois Department on Aging administers the statewide Elder Abuse and Neglect Program (EANP), under the authority of the Elder Abuse and Neglect Act (320ILCS 20/1 et seq.) to respond to reports of alleged mistreatment of any Illinois citizen 60 years or older who lives in the community at the time of the report.

The EANP is locally coordinated through 41 provider agencies, which are designated by the Regional Administrative Agencies (RAAs) and the Department on Aging. All Elder Abuse Caseworkers are trained and certified by the Department, which promulgates the Program's policies and procedures and oversees the monitoring of services through the RAAs.

Depending on the nature and seriousness of the allegations, a trained caseworker will make a face-to-face contact with the alleged victim within the following time frames: 24 hours for life threatening situations, 72 hours for most neglect and non-life threatening physical abuse reports, and seven calendar days for most financial exploitation and emotional abuse reports.

The caseworker has 30 days to do a comprehensive assessment, both to determine if the client has been mistreated and to determine his/her need for services and interventions. If the abuse is substantiated, the caseworker involves the older person in the development of a case plan to alleviate the situation. The caseworker always attempts to utilize the least restrictive alternatives that will allow the older person

Annual Elder Rights Conference on July 11-13, 2012, at the Chicago Marriott in Schaumburg, Illinois. Dr. Holly Ramsey-Klawnsnik, Klawnsnik & Klawnsnik Associates in Canton, MA, was the keynote speaker. Dr. Ramsey-Klawnsnik presented on the complexities of screening for mental capacity and pitfalls to avoid. Workshop presenters included Jason Schillerstrom, M.D., who spoke on psychological challenges faced with elders and Nyla McCarthy, Director of Training and Prevention Unit in Oregon, presented on APS ethics. The Department hosted its first summit on financial fraud and abuse. Hubert H. ("Skip") Humphrey, Assistant Director of the Office of Older American's Consumer Financial Protection Bureau, in Washington, D.C., along with other presenters, addressed the valuable role financial institutions can play in alerting appropriate authorities to suspected elder financial exploitation. The conference was attended by 400 participants in law enforcement, legal services, social services and long term care ombudsmen.

### How does a person make an elder abuse report?

Anyone who suspects that an older adult is being mistreated should call the Illinois Department on Aging Elder Abuse Hotline:

**1-866-800-1409**

TTY: 1-888-206-1327

**All calls are confidential.**

State of Illinois  
Department on Aging  
One Natural Resources Way, #100  
Springfield, Illinois 62702-1271  
Senior HelpLine: 1-800-252-8966  
[www.illinois.gov/aging](http://www.illinois.gov/aging)

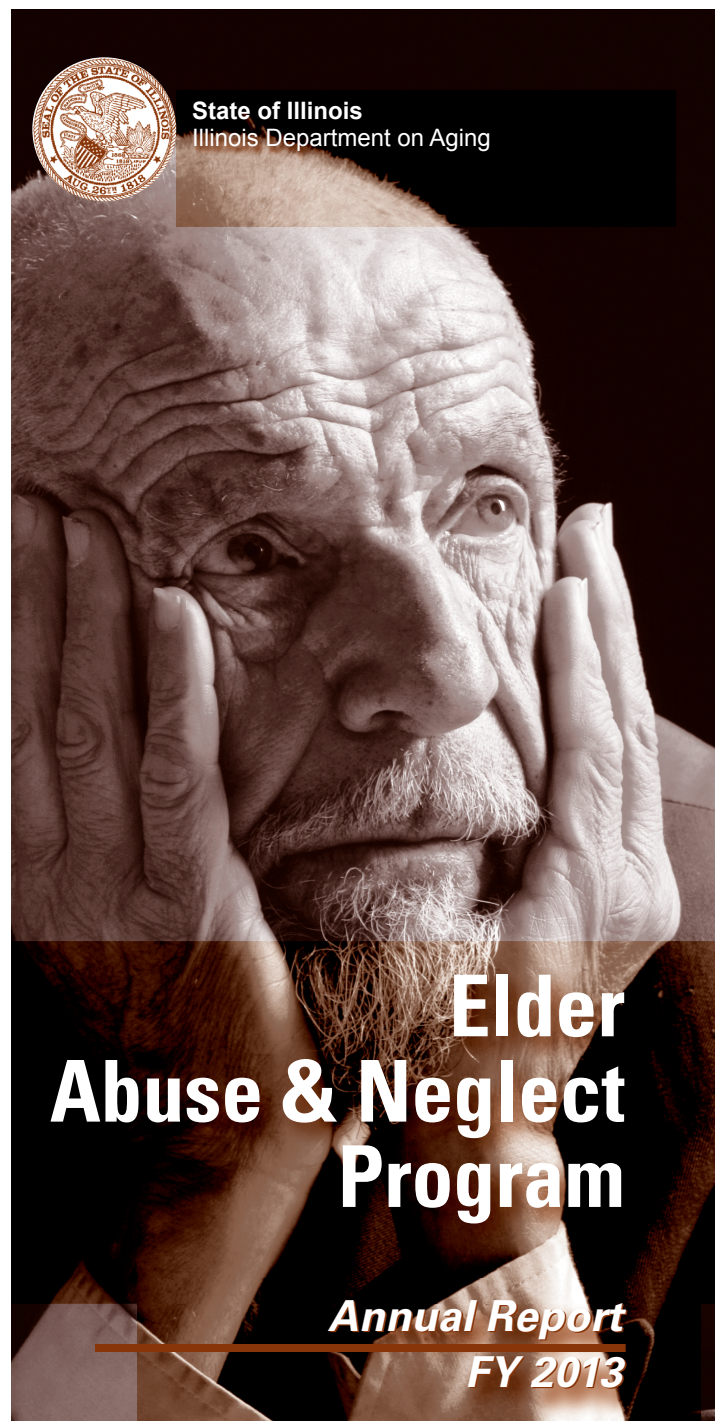
The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in compliance with appropriate State and Federal Statutes. If you feel you have been discriminated against, call the Senior HelpLine at 1-800-252-8966, 1-888-206-1327 (TTY).  
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to remain independent to the degree possible.

**Limited Mandatory Reporting.** Applies to persons delivering professional services to older persons, including but not limited to the following fields: social services, adult day care, law enforcement, education, medical, state service to seniors, paramedics, and social work. The requirements for limited mandatory reporting apply when the reporter believes that the older person is not capable of reporting the abuse himself/herself. The law also encourages any person to report voluntarily for an older person, and provides immunity from liability and professional disciplinary action for anyone making such an elder abuse report in good faith.

**Self-Neglect.** Effective January 1, 2007, the Elder Abuse and Neglect Act (EANA) was amended to include self-neglect. The amendment established that responding to such cases would be contingent upon sufficient funding. In the absence of sufficient funding for statewide implementation, elder abuse provider agencies began receiving reports of self-neglect and referring the reports on to the appropriate agency(s) for follow-up. The EANP received 1,391 self-neglect reports in Fiscal Year 2013.

**Elder Abuse Fatality Review Teams.** Effective June 1, 2009, the EANA was amended to include provisions giving the Department, or any other State or county agency with Department approval, the right to establish regional interagency elder abuse fatality review teams. The purpose of an Elder Abuse Fatality Review Team (EAFRT) is to review suspicious deaths of persons aged 60 years of age or older who reside in a domestic living situation. The counties of Boone, Winnebago, Kane, Kendall, DeKalb, DuPage, and Madison each participate in an EAFRT.



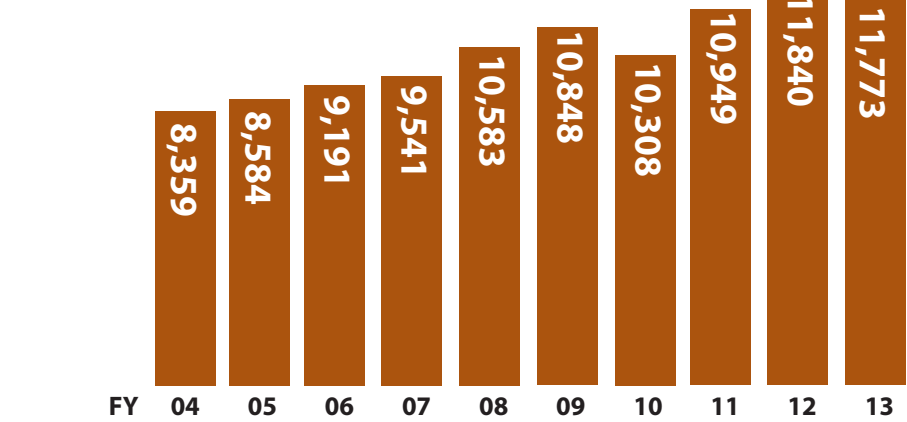
Illinois Department  
on Aging



# Elder Abuse and Neglect

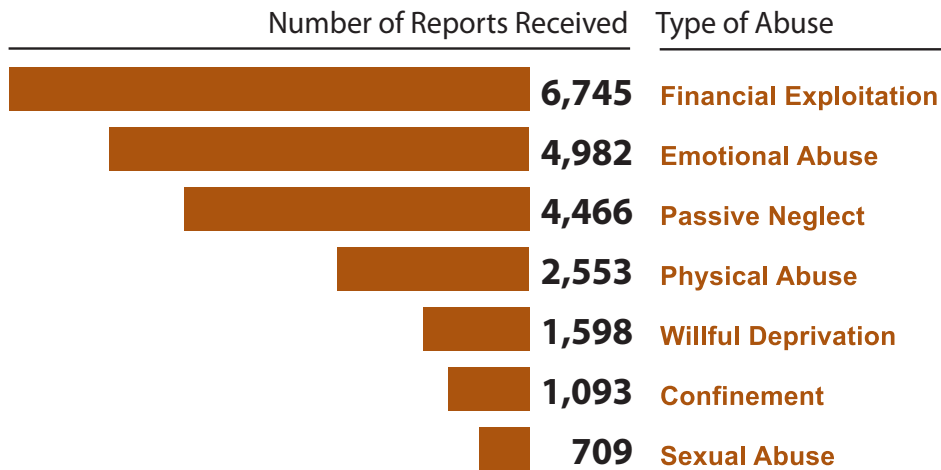
FISCAL YEAR 2013  
ANNUAL REPORT DATA

## Number of Elder Abuse Reports



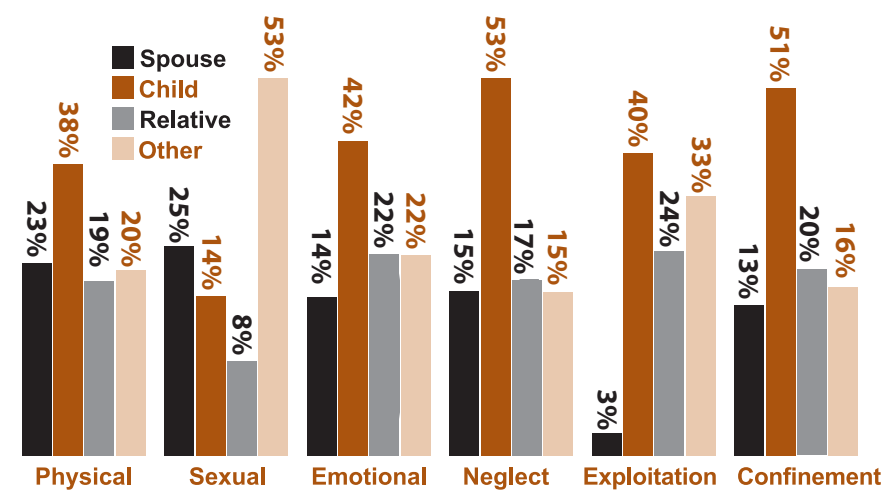
From Fiscal Year 2004 to Fiscal Year 2013, the Elder Abuse and Neglect Program experienced a 41% increase in reports.

## Types of Elder Abuse Reported



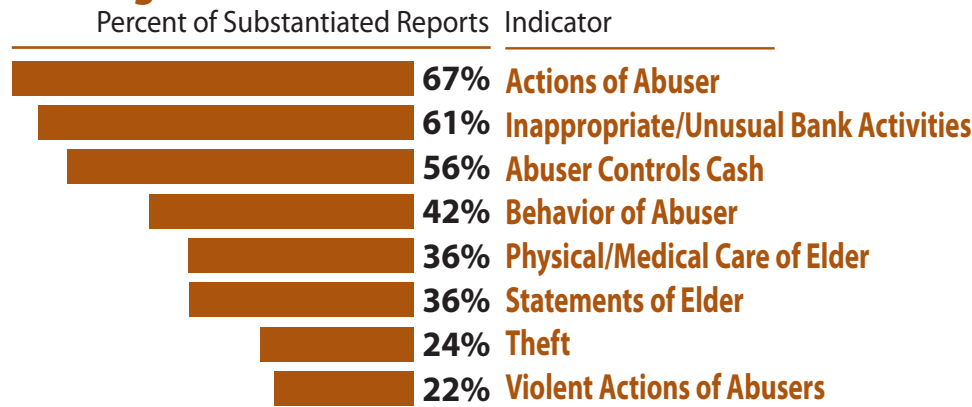
Victims generally experience more than one type of abuse, e.g., financial exploitation is the type of abuse reported most frequently (59% of reports), and is highly associated with emotional abuse, reported in 44% of cases.

## Abuser's Relationship to Victim by Abuse Type



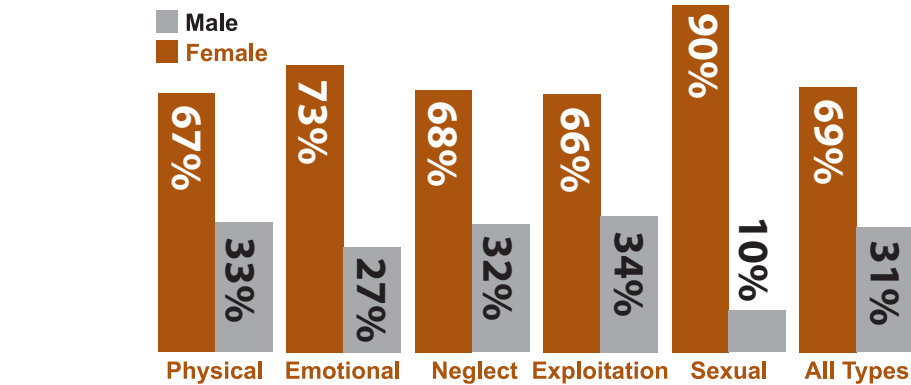
75% of abusers were either the spouse, child or other relative.

## Leading Abuse Indicators



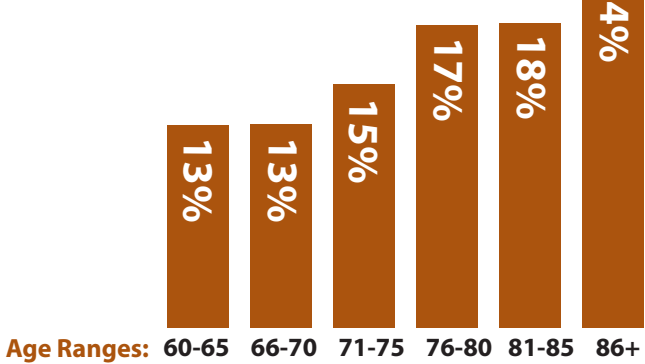
Major indicators of abuse that were evident during the assessment process are documented by the elder abuse caseworker using hundreds of abuse indicator codes. Actions of the abuser, e.g., inappropriate supervision for the older adult, not providing needed assistance, (withholding food, water, and/or medications, and refusing services) were found in almost all cases. Controlling the older adult's finances and unusual financial transactions were documented in 56% and 61% of the reports, respectively.

## Sex of Victims by Abuse Type



69% of the victims were female and 31% were male.

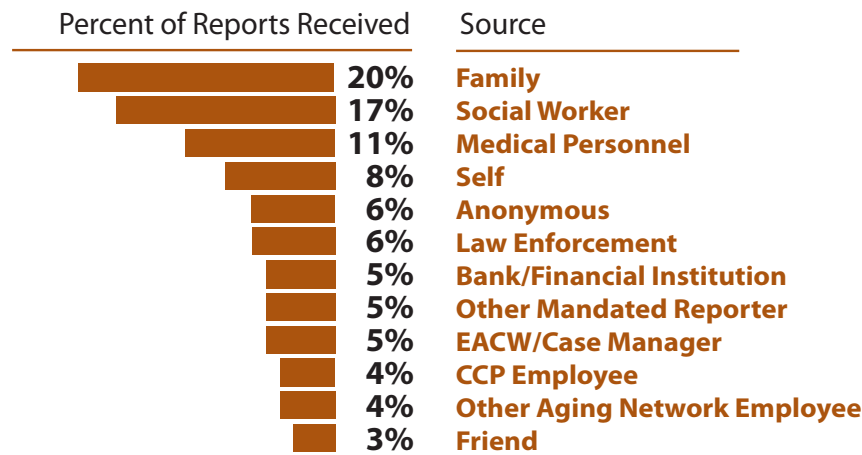
## Age of Victims



Age Ranges: 60-65 66-70 71-75 76-80 81-85 86+

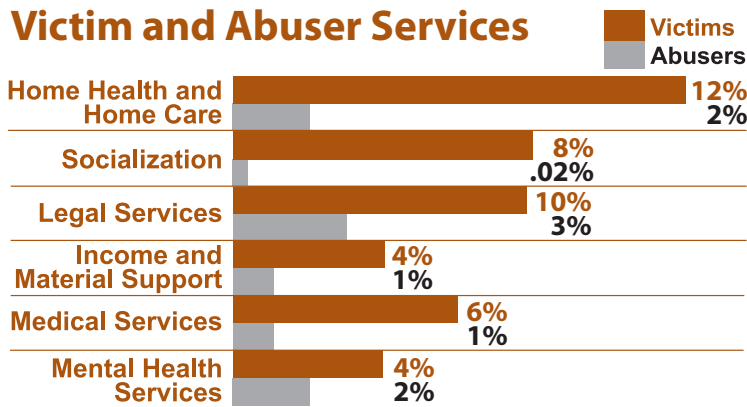
Almost one in four victims are age 86 or older.

## Source of Elder Abuse Reports



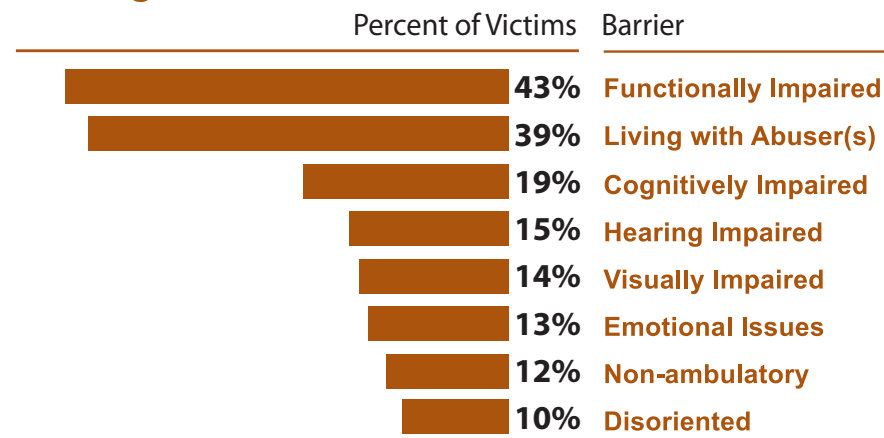
28% of cases were reported by social workers or medical personnel. Family members were responsible for 20% percent of all reports, and victims self-reported in 8% of all cases. Self reports were most likely to occur in physical, sexual, emotional and financial exploitation cases. Older adults most often needed others to report for them in cases of neglect and willful deprivation.

## Victim and Abuser Services



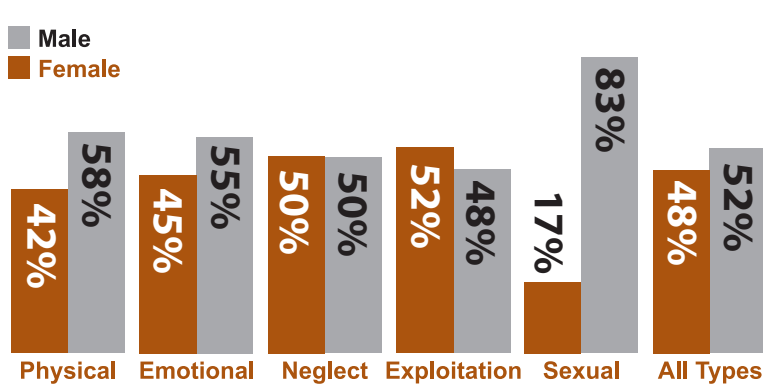
In 72% of the cases in which abuse is substantiated the victim consents to services. Services might include in-home care; adult day care; respite; health services; and services such as counseling. Legal interventions might include an order of protection; obtaining a representative payee; having the person change or execute a new power of attorney for financial and/or health decisions; or assisting the client in obtaining other legal remedies. In some cases services for the abuser are also obtained, including mental health services, substance abuse, job placement or other services related to their presenting problems.

## Leading Barriers of Victims



Three out of five victims suffered from one or more barriers to independent living. Forty-three percent of victims were functionally impaired, meaning they had difficulty performing daily tasks such as walking, personal care, meal preparation, laundry and housecleaning. Many of these older adults were victims of neglect and deprivation.

## Sex of Abuser by Abuse Type



52% of abusers were male and 48% were female.