



WORLD ELDER ABUSE AWARENESS DAY

Building Strong Support for Elders

Lifting Up Voices 2019

JUNE 14, 2019

10:00am to 12:00pm

THE COLLEGE OF NEW JERSEY

Brower Student Center

2000 Pennington Rd.

Ewing, New Jersey 08628

Hosted by:

Office of the Attorney General

Office of the Insurance Fraud Prosecutor

Medicaid Fraud Control Unit

Elder Protection Task Force



World Elder Abuse Awareness Day

World Elder Abuse Awareness Day (WEAAD) was launched on June 15, 2006 by the International Network for the Prevention of Elder Abuse and the World Health Organization at the United Nations.

The purpose of WEAAD is to provide an opportunity for communities around the world to promote a better understanding of abuse and neglect of older persons by raising awareness of the cultural, social, economic and demographic processes affecting elder abuse and neglect.

The toll of elder abuse in the United States is staggering, impacting an estimated 5 million people each year, with a cost estimated at \$36.5 billion. Elder abuse is a global problem, and the United Nations estimates 1 to 10% of older adults are victims of elder abuse each year.

Elder Abuse Includes:

- Neglect or Isolation
- Physical Abuse
- Domestic Violence
- Financial Exploitation
- Sexual Abuse
- Identity Theft
- Institutional Abuse and Neglect
- Cons and Scams
- Human Trafficking

WEAAD is a call-to-action for society's individuals, organizations, and communities to educate each other on how to identify, address and prevent abuse so we can all do our part to support everyone as we age.

Let June 15th be the one day of the year when the whole world voices its opposition to the abuse and suffering inflicted on some defenseless older people.

Agenda

Welcome - 10:00 am

Tracy Thompson *Acting Insurance Fraud Prosecutor*

Star Spangled Banner

Abi Valerio

Introduction of First Assistant Attorney General

Al Garcia *Deputy Insurance Fraud Prosecutor*

Opening Remarks

Jennifer Davenport *First Assistant Attorney General*

The Role of the Medicaid Fraud Protection Unit's Elder Protection Task Force

Peter Sepulveda *Bureau Chief, Medicaid Fraud Control Unit*

Victim Story: "Last Will and Embezzlement" **Pamela S. K. Glasner**

Victim Story: Real Life Scenario of a Financial Scam **Joan Vogel**

Scams and Fraud Affecting Seniors in NJ

Paul Rodríguez *Acting Director, Division of Consumer Affairs*

Investment Protections for Seniors

Christopher Gerald *Bureau Chief, NJ Bureau of Securities*

Elder Protection Task Force Award for Excellence 2019

Steven Lewis *Award Recipient*

Musical Selection: "Lean on Me" **The Darla Rich Trio**

What is Senior Haven? **Carol Silver Elliott** *Jewish Home Family*

A Multi-Disciplinary Approach to Elder Abuse

Jacqueline Caban *Gloucester County Prosecutor's Office*

Rosemarie Seider-Paquin *Gloucester County Prosecutor's Office*

Raffle Prize Drawing

Successful Collaboration Among Agencies

Beth Denmead & Andrea Batistoni *Morris County Human Services*

Det. Danielle Han *MFCU Elder Protection Task Force*

NJ Long Term Care Ombudsman's Volunteer Advocate Program

Laurie Brewer *Ombudsman*

Closing Remarks: **Al Garcia**

Boxed Lunch for Seniors

Bingo

Medical Professional & Law Enforcement Trainings - 2:00 pm

Guest Speakers



"In my frustrating and ultimately futile struggle for justice, I learned just how prevalent these crimes are and how safe from prosecution the perpetrators are. Now my life's goal is to put these vultures out of business."
– Pamela S.K. Glasner

Pamela S.K. Glasner

Pamela S. K. Glasner, who lives in Connecticut, is a published author of fiction and non-fiction, as well as a filmmaker, playwright, composer, social advocate, and contributor to both the Huffington Post and Cabaret Scenes Magazine.

"Last Will and Embezzlement," her critically-acclaimed documentary about the financial exploitation of the elderly, starring the late Hollywood icon, Mickey Rooney, was Ms. Glasner's debut film.

Inspired by true-life events in her own family, the film premiered in Manhattan in April 2012 to a standing-room-only house.



"I am grateful to be able to share my mother's story about being financially scammed in the hope that others will learn from it. It is my wish that her story will resonate with you and you'll remember it should you ever receive one of those 'strange' phone calls."
– Joan Vogel

Joan Vogel

Joan Norman Vogel is the owner/manager of Airbnb rentals and Joan's Cookies & Cake Pops in Raleigh North Carolina. She recently moved to Raleigh after retiring from a 27-year career as a dental hygienist in Wyomissing, Pennsylvania.

Joan also works as a volunteer to raise awareness of elder financial abuse and help protect others from financial predators like the ones who targeted her mother.

Shortly after the death of Joan's father in 2004, Joan's 83-year-old mother became the victim of a telephone "sweepstakes" scam originating overseas. Over an eight-month period, Joan's mother lost \$200,000 to the scammers, who were eventually caught and convicted by the FBI. The information provided by Joan's mother was instrumental in bringing the perpetrators to justice.

Elder Protection Task Force Award of Excellence Recipient



Steven Lewis

The New Jersey Department of Human Services' Office of the Public Guardian for the Elderly (OPG) is appointed to make legal, financial and healthcare decisions for more than 1,700 individuals age 60 and older

who have been determined by a Superior Court Judge to be incapacitated. As a paralegal with OPG, Steven Lewis noticed that fully one-third of the cases to which OPG was appointed Guardian showed indications of financial abuse prior to guardianship. Steven made it his mission to right this injustice by using OPG's fiduciary position to help the Office's silent victims.

After researching possibilities to address victimization of this silent population, Steven learned that it has historically been difficult for law enforcement to proceed with cases against the incapacitated elderly due to perceptions that they make poor witnesses. In addition, where the alleged exploiter is a family member, there is a sense that the problem is "just a family matter" or "just a civil matter."

In between his other responsibilities at OPG, Steven sought arguments to disprove the prevailing wisdom that such cases are not worth pursuing. He learned of the successes that Paul Greenwood, former head of the San Diego District Attorney's Office Elder Abuse Prosecution Unit had in this area and became convinced that the same ideas could be modified and applied to OPG clients. Steven set up a FFAST (Financial Abuse & Advocacy Specialist) Team at OPG. Under Steven's leadership, the FFAST Team developed a methodology that made complex, document-intensive cases into user-friendly offerings for law enforcement's consideration. The Team also pursued matters civilly, in some instances yielding swift financial settlements for needy clients.

As a result of the Team's initial success, Steven sought to widen its scope. He applied for a Victims Of Crime Administration (VOCA) grant, which

is now in its second year. The grant provides resources for OPG to conduct in-depth forensic investigations of a greater number of matters. OPG has developed a record of success in returning money to its clients, to their heirs, or to the State where appropriate.

While pursuing this mission, Steven recognized that offices and agencies must avoid working at cross-purposes. When the Attorney General's Office began its Elder Protection Task Force, Steven enthusiastically represented OPG as an original member. He attended meetings, learned what other agencies were doing to combat elder abuse, and revised the FFAST Team protocol based upon what he learned. He also brought OPG matters that had been researched and vetted by the FFAST Team to the Attorney General's Office for potential prosecution.

In a constant effort to improve his knowledge and move the Office's efforts forward, Steven visited a New York City Multi-Disciplinary Team with a colleague and brought back news of best practices to serve victims. Steven also took classes to become a trained victim-witness advocate to help OPG clients who had been wronged.

Steven has spoken throughout the state on abuse of elderly incapacitated victims. Most recently, Steven successfully applied for an opportunity for OPG to host a National White Collar Crime Center training that was funded by the Department of Justice. The purpose was to educate sworn law enforcement officers and their civil agency partners in crimes against the elderly. The event was a great success.

Steven has consistently refused to take "no" for an answer when it comes to achieving justice for a population that cannot speak for itself. He is an advocate for the elderly in the truest sense of the word.

Things Everyone Can Do to Prevent Elder Abuse

- **Learn the signs** of elder abuse and neglect and how we can collectively solve the issue.
- **Talk to friends and family** members about how we can all age well and reduce abuse with programs and services like improved law enforcement, community centers, and public transportation.
- **Prevent isolation.** Call or visit our older loved ones and ask how they are doing regularly.
- **Provide respite breaks** for caregivers.
- **Encourage our bank managers to train tellers** on how to detect elder financial abuse.
- **Ask our doctors to ask all older patients** about possible family violence in their lives.
- **Ask religious congregation leaders** to give a talk about elder abuse at a service or to put a message about elder abuse in the bulletin.
- **Volunteer to be a friendly visitor** to a nursing home resident or to a homebound older person in our communities.

Where to Find Help

NJ Division of Human Services

- Adult Protective Services **609-588-6501**

NJ Long Term Care Ombudsman 877-582-6995

NJ Division of Human Services

- Office of the Public Guardian for the Elderly **609-588-6500**

NJ Division of Consumer Affairs 800-242-5846

NJ Bureau of Securities 866-446-8378

NJ Office of the Insurance Fraud Prosecutor

- MFCU Elder Protection Task Force **609-292-1272**

WEAAD 2019 Participants

NJ Department of Human Services - Adult Protective Services
NJ Department of Health - Health Facilities, Survey and Field Operations
NJ Department of Health - Office of Program Compliance
NJ Division of Criminal Justice - Human Trafficking Program
NJ Division of Consumer Affairs
NJ Division of Consumer Affairs - Bureau of Securities
NJ Long Term Care Ombudsman
NJ Victim of Crime Compensation Office
Deborah Heart & Lung Center
Forever Your Overwatch Foundation
Interfaith Caregivers of Greater Mercer County
Jewish Home Family
Mercer County Aging & Disability Resource Connection
Pamela Glasner, Filmmaker
Rutgers University Victim Assistance Academy
Senior Medicare Patrol of New Jersey
US Postal Inspection Service

OIFP Medicaid Fraud Control Unit's Elder Protection Task Force

The Office of the Insurance Fraud Prosecutor's Medicaid Fraud Control Unit (MFCU) receives federal funding to investigate and prosecute Medicaid fraud in New Jersey, including the physical or financial abuse of elderly or incapacitated adults who receive Medicaid benefits or who reside in facilities that receive Medicaid benefits.

Historically, MFCU actions centered on financial exploitation cases, but in 2017, as reports of caregiver assaults on the elderly rose nationwide, the office turned greater attention to the physical abuse of elderly or incapacitated patients.

Last year, the MFCU enhanced its efforts to address the problem of elder abuse in New Jersey by establishing a state-wide "Elder Protection Task Force." Under the auspices of the MFCU, this multi-agency group meets quarterly to share information about elder abuse, coordinate responses to reports of elder abuse incidents in the state, collaborate on investigations, and raise public awareness of the problem.

Members of the Elder Abuse Task Force include representatives from:

- NJ Department of Human Services – Adult Protective Services
- NJ Department of Human Services – Office of the Public Guardian
- NJ Department of Human Services – Office of Program Integrity & Accountability
- NJ Department of Health – Health Facilities, Survey and Field Operations
- NJ Department of Health – Office of Program Compliance
- NJ Division of Consumer Affairs – Professional/Occupational Licensing Boards
- NJ Division of Consumer Affairs – Bureau of Securities
- NJ Long Term Care Ombudsman
- NJ Division of Criminal Justice
- County Prosecutors' Offices
- County Offices of Protective Services

To Report Elder Abuse contact The MFCU
Elder Protection Task Force at: **609-292-1272**



Office of the Attorney General
Office of the Insurance Fraud Prosecutor
Medicaid Fraud Control Unit
Elder Protection Task Force