Mandatory Training for Financial Institutions. Public Act 96-1103 was passed during the 2010 legislative session and mandated that the Illinois Department on Aging and the Illinois Department of Financial and Professional Regulation jointly develop rules to require financial institutions to train staff on elder financial exploitation. The rules required that prior to February 1, 2012 each financial institution in the state train members of its staff having direct customer contact, on how to recognize and report financial exploitation.

FY 2012 Accomplishments

B*SAFE (Bankers and Seniors Against Financial Exploitation). As a result of PA 96-1103, B*SAFE training increased significantly in FY 2012. Elder abuse provider agencies conducted training with 159 banks and financial institutions, which resulted in 2,746 bank employees being trained. Financial institutions conducted 49 trainings to 400 bank employees. Thirty-four trainings were conducted to 584 seniors.

25th Anniversary of the Elder Rights Conference. The Department celebrated its 25th anniversary of hosting the Elder Rights Conference on July 6-8, 2011, at the Westin Chicago River North. Robert Blancato, President of Matz, Blancato & Associates, opened the conference with updates and the future of the Elder Justice Act. Candace Heisler, J.D., a trainer from the San Bruno, CA, and Dr. Dean Hawley, M.D. a Forensic Pathologist, presented on Practical Investigative tools for Assessment of Suspected Abuse and Neglect. Shirly Paceley, Blue Tower Training, presented on the journey of a woman exposed to sexual abuse. The conference was attended by 400 partcipants.

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.state.il.us/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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Elder Abuse & Neglect Program

Annual Report
FY 2012

Illinois Department on Aging

Elder Abuse and Neglect

FISCAL YEAR 2012 ANNUAL REPORT

How many reports of elder abuse were received?

During the period of July 1, 2011, through June 30, 2012, there were **11,840** 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 adult.

Sexual Abuse — touching, fondling, or any other sexual activity with an older adult when the older adult 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 adult to engage in conduct from which s/he has a right to abstain or to refrain from conduct in which the older adult has a right to engage.

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

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

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

Financial Exploitation — the misuse or withholding of an older adult'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 of age 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 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 adult 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 adult to remain independent to the degree possible.

Limited Mandatory Reporting. Applies to persons delivering professional services to older adults in the following fields: social services, adult day care, law enforcement, education, medicine, state service to seniors, and social work. The requirements for limited mandatory reporting apply when the reporter believes that the older adult is not capable of reporting the abuse himself/herself. The law also encourages any person to report voluntarily for an older adult, 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 refer the reports on to the appropriate agency(s) for follow-up. The EANP received 1,211 self-neglect reports in Fiscal Year 2012.

Elder Abuse Fatality Review Team. Effective June 1, 2009 the EANA was amended to include provisions for 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 60 years of age or older who reside in a domestic setting. The counties of Boone, Winnebago, Kane, Kendall, DeKalb, DuPage, and Madison each participate in an EAFRT. The passage of P.A. 96-526, effective January 1, 2010, gave provider agencies the right to share information with coroners.