

# The Ohio Attorney General's Elder Abuse Commission

## A STRONG AND JUST OHIO:

*REFRAMING THE ELDER ABUSE DISCUSSION*

Wednesday, Monday, June 22, 2022

1- 4:30 pm



**DAVE YOST**

OHIO ATTORNEY GENERAL



# Housekeeping

- Please check your speakers and connections prior to calling in for assistance.
- All attendees have access to the Webex assistant and Closed caption.
- This webinar is being recorded. The recording and handouts will be posted on the following link: [Elder Abuse Awareness Day - Ohio Attorney General Dave Yost](#) within 10 days.
- All attendees will be muted during the webinar.
- Please use the chat feature to ask questions. Show respect for all attending the webinar by using professional and respectful language.
- Questions will be addressed following each speaker.
- No professional credits will be offered for attendees that only participate via “Audio Conference”

# Professional Credits

The Office of the Ohio Attorney General Commission webinar has been approved by the Supreme Court of Ohio Commission on Continuing Legal Education for **2.75 hours of general CLE credit.**

**University of Cincinnati, School of Social Work** in partnership with Ohio's University Consortium for Child and Adult Services OCWTP & OHSTS State Training System. This webinar has approved this training for **3.0 hours of CEUs for social workers and counselors.** Social Work Approved Provider Number: RCS091301. Counselor Approved Provider Number: RCS091301

# Group Question

**Which of the following do you most identify with?**

- A. Adult Protective Services Professional
- B. Legal or Law Enforcement Professional
- C. Medical Professional
- D. Social Services Professional
- E. Other Professional

# Ohio Attorney General's Elder Abuse Commission

**Judith Brachman**

Chair, Elder Abuse Commission

Interest of the Elderly

[Judithyb311@aol.com](mailto:Judithyb311@aol.com)

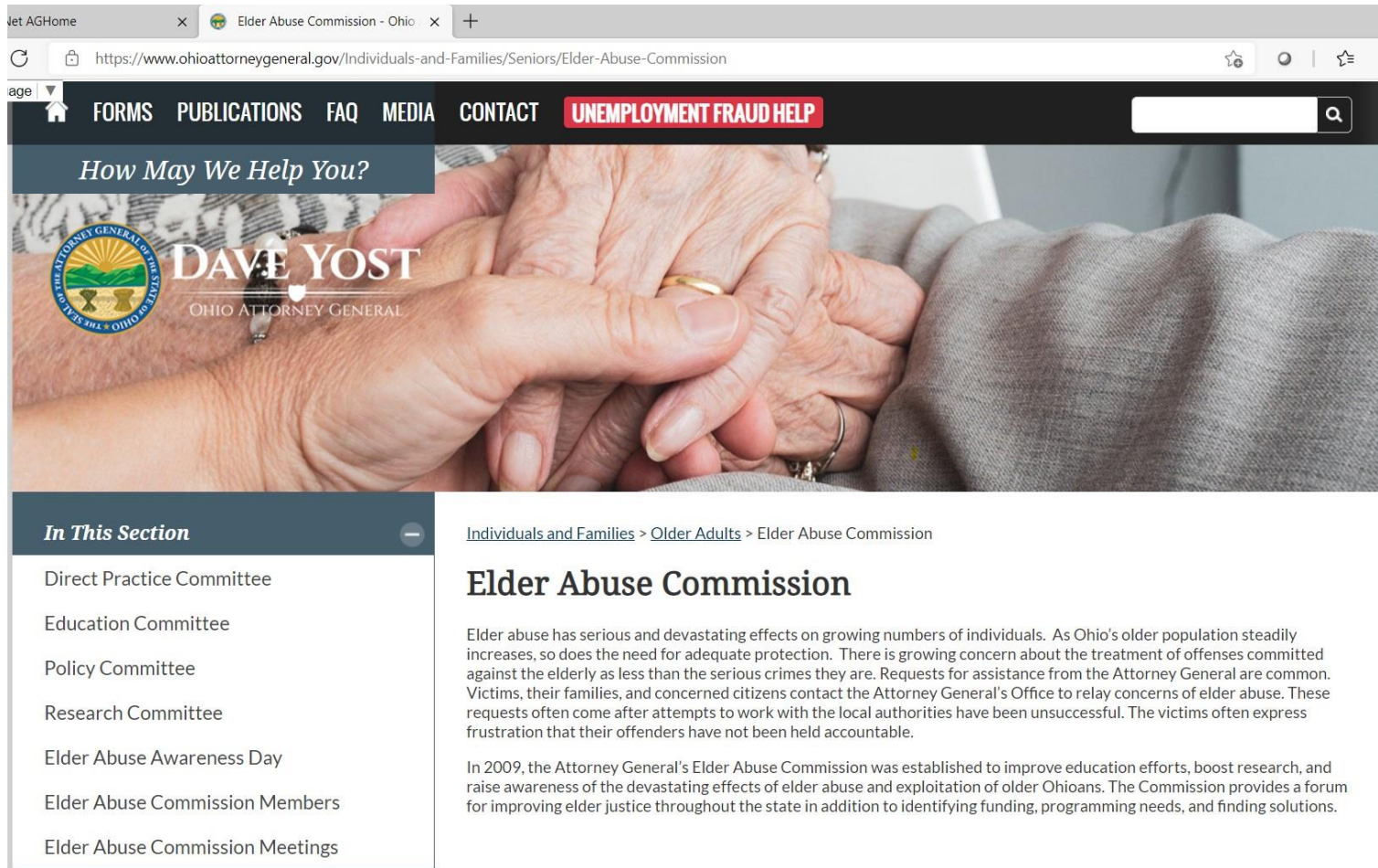
<https://www.ohioattorneygeneral.gov/Individuals-and-Families/Seniors/Elder-Abuse-Commission>



**DAVE YOST**

OHIO ATTORNEY GENERAL

# Elder Abuse Commission



The screenshot shows a web browser window with the URL <https://www.ohioattorneygeneral.gov/Individuals-and-Families/Seniors/Elder-Abuse-Commission>. The page features a navigation menu with links for [FORMS](#), [PUBLICATIONS](#), [FAQ](#), [MEDIA](#), [CONTACT](#), and a prominent red button for [UNEMPLOYMENT FRAUD HELP](#). Below the navigation is a banner with the text "How May We Help You?" and a photograph of an elderly person's hands being held by another person. The Ohio Attorney General's logo and name, "DAVE YOST OHIO ATTORNEY GENERAL", are overlaid on the banner. A sidebar on the left lists "In This Section" with links to various committees and meetings. The main content area includes a breadcrumb trail: [Individuals and Families](#) > [Older Adults](#) > Elder Abuse Commission, followed by the section title "Elder Abuse Commission" and two paragraphs of text describing the commission's purpose and history.


Jet AGHome x Elder Abuse Commission - Ohio x +

https://www.ohioattorneygeneral.gov/Individuals-and-Families/Seniors/Elder-Abuse-Commission

age

FORMS PUBLICATIONS FAQ MEDIA CONTACT **UNEMPLOYMENT FRAUD HELP**

How May We Help You?

 **DAVE YOST**  
OHIO ATTORNEY GENERAL

**In This Section**

- Direct Practice Committee
- Education Committee
- Policy Committee
- Research Committee
- Elder Abuse Awareness Day
- Elder Abuse Commission Members
- Elder Abuse Commission Meetings

[Individuals and Families](#) > [Older Adults](#) > Elder Abuse Commission

## Elder Abuse Commission

Elder abuse has serious and devastating effects on growing numbers of individuals. As Ohio's older population steadily increases, so does the need for adequate protection. There is growing concern about the treatment of offenses committed against the elderly as less than the serious crimes they are. Requests for assistance from the Attorney General are common. Victims, their families, and concerned citizens contact the Attorney General's Office to relay concerns of elder abuse. These requests often come after attempts to work with the local authorities have been unsuccessful. The victims often express frustration that their offenders have not been held accountable.

In 2009, the Attorney General's Elder Abuse Commission was established to improve education efforts, boost research, and raise awareness of the devastating effects of elder abuse and exploitation of older Ohioans. The Commission provides a forum for improving elder justice throughout the state in addition to identifying funding, programming needs, and finding solutions.

ORC 5101.74

# Commission Membership

Ohio Attorney General  
Office of the Governor  
Ohio Department of Aging  
Ohio Department of Alcohol and Drug  
Addiction Services  
Ohio Department of Developmental  
Disabilities  
Ohio Department of Commerce  
Ohio Department of Job and Family  
Services  
Ohio Department of Health  
Ohio Department of Insurance  
Ohio Department of Mental Health  
Ohio Department of Public Safety  
Ohio House of Representative  
Ohio State Senate  
Ohio State Long-Term Care Ombudsman  
Supreme Court of Ohio

Buckeye State Sheriffs Association  
Community Bankers Association of Ohio  
County Commissioners Association of Ohio  
International Association of Forensic Nurses  
National Committee for the Prevention of  
Elder Abuse  
Ohio Association of Area Agencies on Aging  
Ohio Association of Chiefs of Police  
Ohio Association of Probate Judges  
Ohio Association of Senior Centers  
Ohio Bankers League  
Ohio Board of Nursing  
Ohio Credit Union League  
Ohio Coalition for Adult Protective Services  
Ohio Job and Family Services Director's  
Association  
Ohio Prosecuting Attorneys Association  
Ohio State University  
State of Ohio Medical Board  
The Center for Community Solutions

# Commission Duties

- Increase awareness and improve education
- Promote research
- Improve policy, funding, and programming
- Improve the judicial response
- Spreadhead and promote collaborative efforts
- Explore funding streams



# Commission Committees

**The Elder Abuse Commission has four committees:**

- Direct Services
- Education
- Policy
- Research

**Committees**

**that make a difference**



# EAC Education Committee

## Co-Chair

**Dan Orzano**

Outreach and Education  
Manager

Division of Securities, Ohio  
Department of Commerce

[Daniel.Orzano@com.ohio.gov](mailto:Daniel.Orzano@com.ohio.gov)

## Co-Chair

**Heidi Turner-Stone**

Section Chief - Adult  
Protective Services

Ohio Department of Job and  
Family Services

[Heidi.Turner@jfs.ohio.gov](mailto:Heidi.Turner@jfs.ohio.gov)



**Department  
of Commerce**

Division of Securities

**Sheryl Maxfield**, Director

**Mike DeWine**, Governor  
**Jon Husted**, Lt. Governor



**Department of  
Job and Family Services**

# What to Expect Today

## Heidi Turner-Stone

Section Chief

Adult Protective Services

Ohio Department of Job and

Family Services

[Heidi.Turner@jfs.ohio.gov](mailto:Heidi.Turner@jfs.ohio.gov)



**Ohio**

Department of  
Job and Family Services

# Aim To Accomplish

The webinar aims to present the importance of all of us joining the of Reframing the Elder Abuse Discussion. The webinar will demonstrate how to restructure our communities to put elder abuse on the public agenda, generate a sense of collective responsibility, and boost support for systemic solutions to preventing and responding to elder abuse effectively.

# Learning Objectives:

- Describe the impact of ageism, age discrimination and elder abuse;
- To describe the and importance of world Elder Abuse Awareness Day;
- Describe how to apply the reframing aging/elder abuse principles can help advocates and policymakers communicate more effectively about aging, ageism and elder abuse;
- Explore reframing elder abuse efforts in Ohio; and
- Elevate public awareness of abuse, neglect, and exploitation of vulnerable adults.

# Agenda

- Reframing the Elder Abuse Discussion
  - National Center on Elder Abuse
- Break
- Ohio Experts - Panel Presentation
- Q and A
- Wrap-up

# National Center on Elder Abuse

## **Julie Schoen**

EAGLE Project Director  
NCEA Emeritus  
Keck School of Medicine  
of USC

[julie.schoen@med.usc.edu](mailto:julie.schoen@med.usc.edu)

## **Alycia Cisneros**

Outreach Coordinator  
National Center on Elder  
Abuse

Keck School of Medicine  
of USC

University of Southern  
California

[Alycia.Cisneros@med.usc.edu](mailto:Alycia.Cisneros@med.usc.edu)





Changing the conversation

# A Strong and Just Ohio: Reframing the Elder Abuse Discussion

Julie Schoen, JD and Alycia Cisneros, MSW

# NATIONAL CENTER ON ELDER ABUSE (NCEA) TEAM

**NCEA**  
National Center on Elder Abuse

Keck School of  
Medicine of **USC**

[ncea.acl.gov](http://ncea.acl.gov)





# National Center on Elder Abuse (NCEA)

We provide information regarding policy, research, training, best practices, news and resources on elder abuse for policy makers, professionals in the elder justice field and the public.



# Visit the NCEA

HHS Administration for Community Living websites devoted to supporting Elder Justice

[Elder Justice](#)

[APS TARC](#)

[NAMRS](#)

[NCEA](#)

[NCLER](#)

[NORC](#)

[NRCWR](#)

[NPARC](#)



[NCEA & COVID-19](#)

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[Contact Us](#)

[Make a Difference](#)

[Suspect Abuse](#)

[FAQ](#)

# Elder Abuse is Multi-layered and Complex



PHYSICAL



PSYCHOLOGICAL



FINANCIAL



SEXUAL



NEGLECT

**Multiple forms of abuse can occur at the same or different times.**

# Elder Abuse Basics

## Emotional/Behavioral Signs of Elder Abuse



Increased fear or anxiety



Isolation from friends or family



Unusual changes in behavior or sleep



Withdrawal from normal activities

To learn more, visit [ncea.acl.gov](http://ncea.acl.gov)

## Financial Signs of Elder Abuse



Fraudulent signatures on financial documents



Unpaid bills



Unusual or sudden changes in spending patterns, will, or other financial documents

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## Physical Signs of Elder Abuse



Dehydration or unusual weight loss



Missing daily living aids



Unexplained injuries, bruises, cuts, or sores



Unsanitary living conditions and poor hygiene



Unattended medical needs

To learn more, visit [ncea.acl.gov](http://ncea.acl.gov)

# Bringing People to the Table

While spreading awareness, we came across a major communication problem which ultimately led us to the birth of a new NCEA initiative.



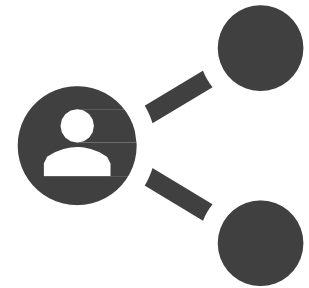
# Reframing Elder Abuse Project Overview



**1. Understand**



**2. Devise**



**3. Disseminate**





**Swamp of Elder Abuse:  
What does the public think about  
elder abuse?**

## Elder + Abuse

- Sexual abuse doesn't compute
- Elder Neglect doesn't qualify



## Modern Life is the Problem

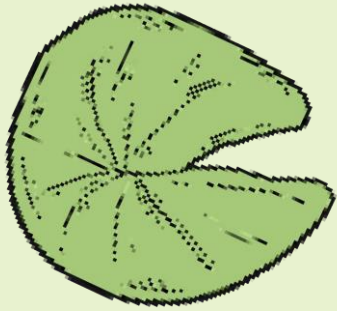
- Nursing homes as unfortunate necessity
- Cultural devaluation of older people

## Deterioration

- Dependency = Vulnerability
- Paternalism

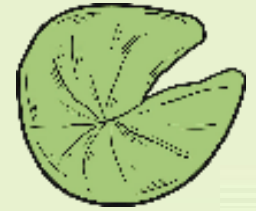
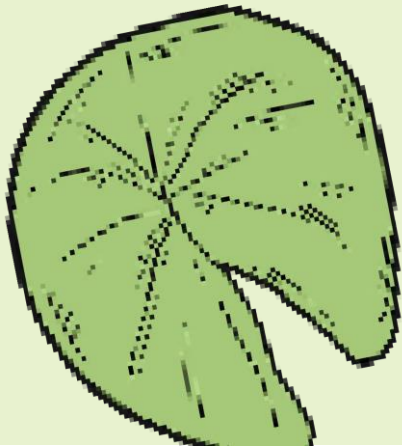
## Spotlight on Individuals

- Greed and Laziness
- Moral character
- Sickos
- Payback
- Older people are difficult
- Everyone's responsible/  
no one's responsible



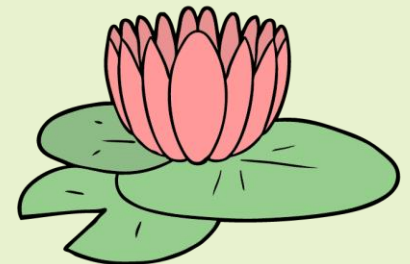
## **Elder + Abuse**

- Elder abuse is unacceptable

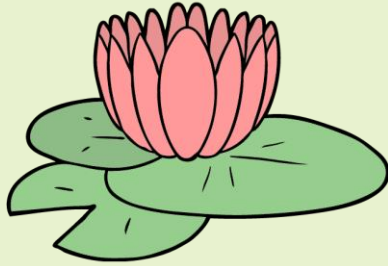


## **Modern Life is the Problem**

- Caregivers pushed to limit



# Solutions



Awareness and Education

Support for Caregivers



Surveillance and prosecution

Nothing can be done



## POLICIES AND PROGRAMS

**What structures support justice  
for elders?**

[eldermistreatment.usc.edu](http://eldermistreatment.usc.edu)



**COMMUNITY CENTERS**

# The *Structure of Justice* Narrative

Why does this **matter**?



How does this **work**?



What **solutions** can we adopt?



# Quick Start Guide to



## Talking About



Do	Don't
<b>Appeal to justice</b>	Appeal to sympathy
<b>Talk about the importance of social connections</b>	Talk about vulnerable populations
<b>Demonstrate collective solutions</b>	Use crisis-laden or emotional rhetoric
<b>Explain the underlying social conditions that increase risk factors</b>	Focus on the individual perpetrators or victims
<b>Use the social structure metaphor</b>	Use data and expert jargon to explain the causes and consequences of elder abuse
<b>Provide solutions that emphasize collective responsibility and systemic/policy changes</b>	Provide solutions that emphasize individual responsibility



# Unavoidable Wording: Ohio Administrative Code

## 5101:2-20-12 Adult protective services assessment and investigation.

(A) The county department of job and family services (CDJFS) or its designee shall be responsible for conducting an assessment/investigation on all reports of abuse, neglect, or exploitation for adults age sixty and older, and shall evaluate the need for adult protective services.

(b) The personal vulnerability of the adult which may include one or more of the following conditions:

(i) Handicap due to infirmities of aging.

(ii) Physical or mental impairments preventing the adult from providing for his or her own care without the assistance of a caretaker.

(iii) The adult's understanding of his or her current situation.

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(iii) The adult's understanding of his or her current situation.

# » Financial Abuse/Exploitation

- Lack of amenities victim could afford
- Vulnerable elder/adult “voluntarily” giving uncharacteristically excessive financial reimbursement/gifts for needed care and companionship
- Caregiver has control of elder’s money but is failing to provide for elder’s needs
- Vulnerable elder/adult has signed property transfers (Power of Attorney, new will, etc.) but is unable to comprehend the transaction or what it means

Click to add text

- Vulnerable elder/adult has signed property transfers (Power of Attorney, new will, etc.) but is unable to comprehend the transaction or what it means

## » Psychological/Emotional Abuse

- Unexplained or uncharacteristic changes in behavior, such as withdrawal from normal activities, unexplained changes in alertness, other
- Caregiver isolates elder (doesn't let anyone into the home or speak to the elder)
- Caregiver is verbally aggressive or demeaning, controlling, overly concerned about spending money, or uncaring

## » Physical/Sexual Abuse

- Inadequately explained fractures, bruises, welts, cuts, sores or burns
- Unexplained sexually transmitted diseases



# Red Flags of Abuse

Our communities are like structures that support people's safety and wellbeing. One of the most important ways we can all contribute to this ongoing construction project is by looking out for warning signs of maltreatment. Does someone you know display any of these signs of abuse? If so, **TAKE ACTION IMMEDIATELY**. Everyone, at every age, deserves justice. **Report suspected abuse as soon as possible.**

> Sexually transmitted diseases without clear explanations

hearing aid, medications]

## Financial Signs

- > Unusual changes in bank account or money management
- > Unusual or sudden changes in a will or other financial documents
- > Fraudulent signatures on financial documents
- > Unpaid bills

part of their community) also play a role in ending elder abuse by changing these contributing factors, we can prevent elder abuse and make sure everyone has the opportunity to thrive as we age.



#COVID has highlighted the cracks in our #eldercare #policies and #infrastructure.

On #WEAAD2020 let us build a fruitful conversation around the need for better elder care.

@GAROP\_Sec @UN4Ageing @HelpAge @HelpAgeIndia\_ #weaad #ElderJustice #weaad2020 #ElderAbuse #agedcare



## GET READY TO WALK FOR WEAAD!

Build a national elder justice movement, through movement!

Walk for WEAAD begins May 1st, on the first day of Older Americans Month, and runs through June 15th, WEAAD.

Register & create your profile on [weaad.walkertracker.com](http://weaad.walkertracker.com) by April 30, 2021!



Inform and be informed—  
advocates of all ages can  
prevent elder abuse!



#WEAAD

NCEA  
National Center on Elder Abuse

# Social Media

**Re**framing  
Elder Abuse

# Reframing in Ohio

[Ohio.gov](#) / [Residents](#) / [Topic Hubs](#) / [Home & Community](#) / [Seniors and Caregivers](#)

## Seniors and Caregivers

*Ohio and the nation have more older adults living and working in and contributing to our communities in meaningful ways.*

Our elders are vital and valued members of society. They are volunteers, learners, leaders, mentors and workers. They have experiences and knowledge to share, and communities are stronger when they have opportunities to do so.

The choices we make throughout our lives influence our health and wellness as we age even more than genetics. While chronic disease, physical and mental decline, falls and injury become more common with age, they are not inevitable. Healthy choices and steps to stay safe at home can help seniors remain independent and active. When care is needed, resources in your community can help coordinate and pay for them, support caregivers and more. When problems arise, advocates are here to support families and find solutions.

# Practice

[Individuals and Families](#) > [Older Adults](#) > Elder Abuse Commission

## Elder Abuse Commission

Elder abuse has serious and devastating effects on growing numbers of individuals. As Ohio's older population steadily increases, so does the need for adequate protection. There is growing concern about the treatment of offenses committed against the elderly as less than the serious crimes they are. Requests for assistance from the Attorney General are common. Victims, their families, and concerned citizens contact the Attorney General's Office to relay concerns of elder abuse. These requests often come after attempts to work with the local authorities have been unsuccessful. The victims often express frustration that their offenders have not been held accountable.

In 2009, the Attorney General's Elder Abuse Commission was established to improve education efforts, boost research, and raise awareness of the devastating effects of elder abuse and exploitation of older Ohioans. The Commission provides a forum for improving elder justice throughout the state in addition to identifying funding, programming needs, and finding solutions.

The consequences are tragic, including a **300 percent higher risk of death** among elderly abuse victims, according to a study in the Journal of the American Medical Association. With Ohio's population of older adults expected to grow significantly in coming years, the time to take notice — and action — is now.



PROTECTING ★ THE ★ UNPROTECTED

[www.OhioAttorneyGeneral.gov](http://www.OhioAttorneyGeneral.gov)

**The Ohio Attorney General's Elder Justice Unit provides leadership and advocacy to combat elder abuse and exploitation throughout the state.**

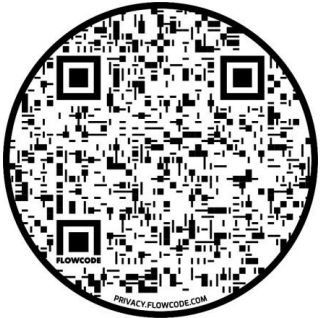
The Attorney General's staff works with law enforcement, prosecutors, adult protective services, and communities to:

- Identify, investigate, and prosecute elder abuse cases.
- Improve services for victims.
- Raise awareness of the warning signs of abuse.
- Build local capacity to protect older adults.



**A U.S. Department of Justice study estimates 1 IN 9 AMERICANS 60 AND OLDER suffers abuse each year. For every case reported to authorities, it is believed five more go unreported.**

# Resources

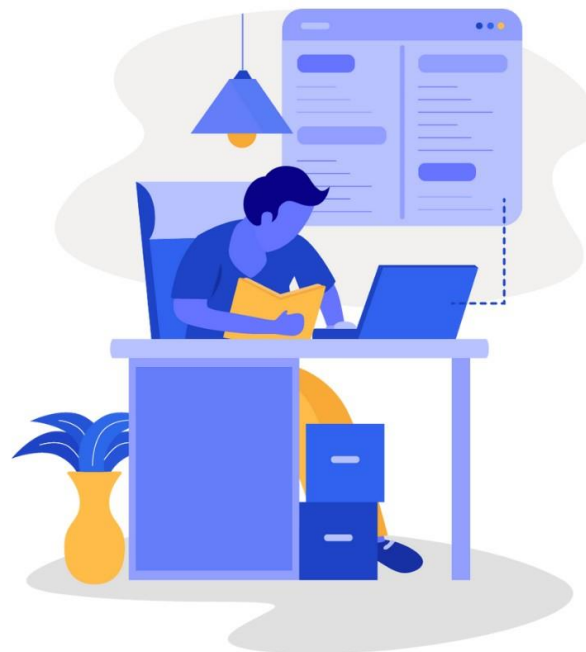


- [Talking Elder Abuse Toolkit](#)
- [Free Online Course](#) (NCEAELDERJUSTICE)
- [Monthly Tips](#) eNews
- [Reframing Aging Initiative](#)
- [Advocating during COVID-19](#) article
- [Public Service Announcements Video](#)
- [Red Flags of Abuse, Facts About Elder Abuse, 12 Things](#)
- Support and Tools for Elder Abuse Prevention (STEAP) [Toolkit](#)



**FREE**  
**E-COURSE**

LEARN HOW TO  
TALK ABOUT  
ELDER ABUSE



[Free Online Course](#) (NCEAELDERJUSTICE)



# Supports and Tools for Elder Abuse Prevention (STEAP) Initiative

## Customizable Elder Justice Tools



**VIEW, DOWNLOAD, AND SHARE OUR READY-TO-USE MATERIALS!**  
[NCEA.ACL.GOV/RESOURCES/STEAP.ASPX](http://NCEA.ACL.GOV/RESOURCES/STEAP.ASPX)



<https://ncea.acl.gov/Resources/STEAP.aspx>

# Customized Brochure Example

**Building Community Supports to Prevent Elder Abuse**

**Southern California Kaiser Permanente**

Elder and Dependent Adult Abuse Prevention Program

**KAISER PERMANENTE®**

### What is Elder Abuse?

Elder Abuse, the mistreatment or harming of an older person, is an injustice that we all need to prevent and address.

Elder Abuse can occur in both community and institutional settings and can take many forms, including:

- PHYSICAL
- EMOTIONAL/PSYCHOLOGICAL
- SEXUAL
- FINANCIAL
- NEGLECT

*Multiple forms of abuse can occur at the same.*

### What Causes Elder Abuse?

Elder Abuse can occur when strong social supports are not in place to keep us connected as we age. While anyone is potentially at risk of abuse, some factors can increase one's risk of experiencing abuse:

- social isolation
- lack of access to support services and community resources
- physical, mental, or emotional needs in carrying out daily activities

### Signs of Elder Abuse

#### Emotional & Behavioral Signs

- Increased fear or anxiety
- Unusual changes in behavior or sleep
- Isolation from friends or family
- Withdrawal from normal activities

#### Physical Signs

- Dehydration or unusual weight loss
- Missing daily living aids (glasses, walker, or medication)
- Unexplained injuries, bruises, cuts, or sores
- Unsanitary living conditions and poor hygiene
- Unattended medical needs
- Torn, stained, or bloody underclothing
- Sexually transmitted diseases without clear explanation

#### Financial Signs

- Fraudulent signatures on financial documents
- Unpaid bills
- Unusual or sudden changes in spending patterns, will, or other financial documents

### Reporting Abuse

Programs such as Adult Protective Services (APS) and the Long-Term Care Ombudsman are here to help.

**Report suspected abuse or neglect in the community setting:**

LA County Adult Protective Services Elder Abuse Hotline:  
1-877-4R SENIORS (1-877-477-3646)

**Report suspected abuse or neglect in long-term care facilities:**

LA County Long-Term Care Ombudsman Program:  
1-800-334-9473

*For serious and immediate emergencies, CALL 911.*

<https://ncea.acl.gov/Resources/STEAP.aspx>

# Sharable Graphics – Signs of Elder Abuse

<https://ncea.acl.gov/Resources/STEAP.aspx>

## Emotional/Behavioral Signs of Elder Abuse



Increased fear or anxiety



Isolation from friends or family



Unusual changes in behavior or sleep



Withdrawal from normal activities

To learn more, visit [ncea.acl.gov](https://ncea.acl.gov)

## Physical Signs of Elder Abuse



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Unexplained injuries, bruises, cuts, or sores



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## Financial Signs of Elder Abuse



Fraudulent signatures on financial documents



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To learn more, visit [ncea.acl.gov](https://ncea.acl.gov)

# Sharable Graphics

Prevent, detect, and **report** Elder Abuse.



**We all have a role** in identifying, preventing, and reporting Elder Abuse.



**We all have a role** in identifying, preventing, and reporting Elder Abuse.

**Signs of elder abuse:**

- ✓ Decisions about an older person's life are not in their best interest
- ✓ Sudden changes in behavior
- ✓ Unusual changes in spending or money management
- ✓ Unexplained physical injuries
- ✓ Unexplained sexually transmitted diseases
- ✓ Unhealthy or unsafe living conditions



Reach out, make connections,  
**prevent Elder Abuse**



<https://ncea.acl.gov/Resources/STEAP.aspx>

## Some aspects of reframing can be utilized in developing materials for Law Enforcement

- Promote safe communities
- Recognize Multi-Disciplinary Teams
- Learn to interview older adults
- Find resources readily





## **Introducing EAGLE** A tool for professionals encountering cases of Elder Abuse

The Elder Abuse Guide for Law Enforcement

# BACKGROUND

The Elder Abuse Guide for Law Enforcement



## Development

EAGLE is a **FREE** tool that helps officers effectively identify and investigate potential elder abuse cases

- Funded by the Department of Justice and developed by elder abuse experts at the University of Southern California
- EAGLE was also cross tested by law enforcement departments across the country
- EAGLE is for everyone! Feel free to access and use at will <http://eagle.trea.usc.edu/>

## EAGLE Tools and Capabilities

In addition to quick reference educational information on various forms of elder abuse, EAGLE also provides:

- Assistance in documenting a case for prosecution
- ZIP-code-based community resources locator
- State-by-state penal codes relating to elder abuse





# Site Tour: Eagle.USC.edu

Quick reference with definitions, signs, red flags, and actions for all forms of elder abuse

State specific elder abuse statutes, charging information, consumer protection statutes and state mandated reporting

The screenshot shows the Eagle.USC.edu website. At the top, there is a search bar and navigation links for 'About EAGLE' and 'Contact'. Below this is a red navigation bar with three main categories: 'Elder Abuse Overview', 'State Specific Laws', and 'Law Enforcement Resources'. The main content area is divided into three yellow boxes, each with a checklist title and an 'OPEN CHECKLIST' button. The first box is 'First Responder Checklist' with the instruction 'Survey the scene.' The second is 'Evidence Collection Checklist' with 'Collect evidence.' The third is 'Community Resources' with the instruction 'Leave behind helpful information for the elder and their families and caregivers.' Below these boxes is a 'Senior Scam Alerts from DOJ' section with a 'READ MORE' button. The background of the website features a photograph of a police officer in uniform talking to an elderly woman.

Printable and digital checklist detailing what needs to be collected on scene for a successful prosecution

Contact information for organizations such as Adult Protective Services (APS)

Sign up for the EAGLE newsletter and receive alerts when new information is posted to the website

# EAGLE Resource: State Specific Laws

- Number **#1** used resource
- Assists Law Enforcement, Adult Protective Services and other social service agencies
- Provides:
  - Penal Codes
  - Statutes
  - State Mandated Reporting
  - Consumer Protection Statutes
- Example: Ohio

**EAGLE Home » State Specific Laws » Ohio**

## State of Ohio

Ohio is your selected state

State Specific Laws

Home | Home » State Specific Laws » Ohio

### Charges

#### Caregiver Neglect Laws

Failing to provide for a functionally impaired person  
R.C. § 2903.35  
[Website](#)

---

Patient abuse or neglect  
R.C. § 2903.34  
[Website](#)

---

Unlawful Restraint  
R.C. § 2905.03  
[Website](#)

---

Patient Endangerment  
R.C. § 2903.341  
[Website](#)

---

Kidnapping  
R.C. § 2905.01  
[Website](#)

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#### Emotional/Psychological Laws

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#### Financial Exploitation Laws

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#### Physical Abuse Laws

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#### Sexual Abuse/Assault Laws

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State of Ohio

Home | Home » State Specific Laws » Ohio

### Charges

- Caregiver Neglect Laws
- Emotional/Psychological Laws
- Financial Exploitation Laws
- Physical Abuse Laws
- Sexual Abuse/Assault Laws

### Statutes

- State Mandated Reporting
- Ohio
- Consumer Protection Statutes

000



## Roll Call Training Videos



- The Elder Abuse Guide for Law Enforcement

Watch case examples, documenting how law enforcement and legal prosecuted common financial abuse cases



## Roll Call Training Videos



- The Elder Abuse Guide for Law Enforcement





# EAGLE Twitter and #WEAAD

March - June 2021



WEAAD Campaign:

## 5 Ways Law Enforcement Can Get Involved

**Get Involved**

**Shred-A-Thon Event.**  
Host an event for the community to safely dispose of personal and financial documents.

**Get Involved**

**Medication Collection Site.**  
Provide a safe location to collect expired or unused medications.

**Law Enforcement Get Involved**  
World Elder Abuse Awareness Day - June 15th

- Wear Purple.**  
The nationally recognized color for WEAAD is purple. Pin a purple ribbon to your uniform.
- Social Media.**  
Share WEAAD posts using the hashtags #WEAAD and #WEAADWarriors. Make sure to follow @EAGLEatUSC.
- Distribute WEAAD Materials.**  
Mail or hand out WEAAD Bookmarks or Placemats. Find our toolkit at [bit.ly/WEAADHome](http://bit.ly/WEAADHome).
- Shred-A-Thon Event.**  
Host an event for the community to safely dispose of personal and financial documents.
- Medication Collection Site.**  
Provide a safe location to collect expired or unused medications.

**EAGLE**  
Elder Abuse Awareness Day

**WORLD ELDER ABUSE AWARENESS DAY**  
Acting Strong Against the Odds

[eagle.usc.edu](http://eagle.usc.edu) | [eaglehelp@usc.edu](mailto:eaglehelp@usc.edu) | [@EAGLEatUSC](https://twitter.com/EAGLEatUSC)



# EAGLE Twitter and #WEAAD

March - June 2021



## WEAAD Campaign: WEAAD Warriors

Highlights departments and individuals whose work and initiatives have contributed towards a safer community and overall well-being for older adults.

Multi-platform broadcasting

- Social media (NCEA + EAGLE)
- Newsletter
- Networks (i.e. COPS Office)

**#WEAADWarriors**

A WEAAD Warrior serves older adults in the community by actively working to prevent elder abuse.

Det. Travis Lanning, Sublette County Sheriff's Office  
Sgt. Travis Bingham, Sublette County Detention Center  
Location: Sublette County, Wyoming

Detective Lanning in Sublette County noticed an increase in Financial Elder Abuse Cases and took the initiative to take our course on our EAGLE website through our partners at NWC. He could have stopped there, but he took it a step further and provided this information to their Public Information Officer, Sergeant Travis Bingham. As the Public Information Officer, Sergeant Bingham plans to start a social media campaign to raise awareness and prevent abuse in Sublette County. He wants to encourage families

**#WEAADWarriors**

A WEAAD Warrior serves older adults in the community by actively working to prevent elder abuse.

Sgt. Bernadette Smith  
Douglas County Sheriff's Office  
Good Neighbor Program  
Location: Douglas County, Nevada

# WEAAD Tool Kit

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- Outreach Guides
- Outreach Tools
- Virtual Background
- Training Guides and Slides
- Lifting Up Voices for WEAAD tools
- Factsheets
- WEAAD Graphics
- Public Service Announcements



<https://eldermistreatment.usc.edu/weaad-home/tools-and-tips/>

# WEAAD BINGO!

## World Elder Abuse Awareness Day BINGO

When you have BINGO, share with the National Center on Elder Abuse (NCEA) on [Facebook](#) (@NationalCenteronElderAbuse) or [Twitter](#) (@NCEAatUSC) using the hashtag #WEAAD.



W	E	A	A	D
<input type="checkbox"/> is the color associated with elder abuse awareness.	If someone is in immediate danger, call <input type="checkbox"/> .	<input type="checkbox"/> abuse can cause bodily injury, physical pain, or impairment.	Residents of long-term care facilities have rights, known as <input type="checkbox"/> that are guaranteed by the federal Nursing Home Reform Law.	<input type="checkbox"/> receives and investigates reports of abuse, neglect, or exploitation in long-term care facilities.
<input type="checkbox"/> is a known risk factor for elder abuse.	The National Elder Fraud Hotline is <input type="checkbox"/> .	The impact of elder abuse is felt by people of <input type="checkbox"/> ages.	Bedsores, unattended medical needs, poor hygiene, and unusual weight loss are signs of <input type="checkbox"/> .	Only <input type="checkbox"/> % of elder abuse cases are reported worldwide.
Social Security scams can be reported to <input type="checkbox"/> .	About 1 in <input type="checkbox"/> Americans aged 60+ have experienced abuse.	Create a society <b>FREE</b> from Elder Abuse.	World Elder Abuse Awareness Day is observed on <input type="checkbox"/> every year.	<input type="checkbox"/> is discrimination and stereotyping based on age.
Approximately 50% of people living with <input type="checkbox"/> experience abuse or neglect.	Unwanted touching is an example of <input type="checkbox"/> abuse.	It is up to <input type="checkbox"/> to prevent and address elder abuse.	Fear and anxiety, isolation, and depression are all signs of <input type="checkbox"/> abuse.	<input type="checkbox"/> is a free national service that connects older Americans and caregivers with trustworthy local support resources.
World Elder Abuse Awareness Day was launched in <input type="checkbox"/> .	Government impersonation and the grandparent scam are examples of <input type="checkbox"/> .	<input type="checkbox"/> receives and investigates reports of abuse, neglect, and exploitation in the community.	Unusual changes in money management, spending patterns, and financial documents are signs of <input type="checkbox"/> abuse.	I can prevent elder abuse by <input type="checkbox"/> .



### World Elder Abuse Awareness Day (WEAAD)

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. WEAAD is an opportunity for individuals or organizations to take action to protect older people by raising awareness about elder abuse, why it occurs, and what we can do to stop it. We can act collectively to support justice for all.

#### Signs of Elder Abuse

##### EMOTIONAL & BEHAVIORAL SIGNS

- Increased fear or anxiety
- Isolation from friends or family

##### PHYSICAL SIGNS

- Dehydration or unusual weight loss
- Missing daily living aids (glasses or medication)
- Unexplained injuries, bruises, or cuts
- Unsanitary living conditions

##### FINANCIAL SIGNS

- Fraudulent signatures on financial documents
- Unpaid bills

#### Resources and Support

Programs such as Adult Protective Services can help. Report suspected abuse in a long-term and immediate emergencies, call 1-800-677-1116. To connect to a local or state resource, visit [http://www.elderservices.gov](#).

##### 5 THINGS EVERYONE CAN DO

1. **Listen** to older people and caregivers.
2. **Educate** one another about elder abuse.
3. **Report** suspected abuse or neglect.
4. **Build** a community that fosters respect for older people.
5. **Reach out** to professional service providers.

##### FOR MORE INFORMATION, VISIT

- [World Elder Abuse Awareness Day](#)
- [National Center on Elder Abuse](#)

## World Elder Abuse Awareness Day BINGO

### ANSWER SHEET

W	E	A	A	D
<b>Purple</b> is the color associated with elder abuse awareness.	If someone is in immediate danger, call <b>911</b> .	<b>Physical</b> abuse can cause bodily injury, physical pain, or impairment.	Residents of long-term care facilities have rights, known as <b>Residents' Rights</b> , that are guaranteed by the federal Nursing Home Reform Law.	<b>Long-term Care Ombudsman</b> receives and investigates reports of abuse, neglect, or exploitation in long-term care facilities.
<b>Social isolation</b> is a known risk factor for elder abuse.	The National Elder Fraud Hotline is <b>833-372-8311</b> .	The impact of elder abuse is felt by people of <b>all</b> ages.	Bedsores, unattended medical needs, poor hygiene, and unusual weight loss are signs of <b>neglect</b> .	Only <b>4%</b> of elder abuse cases are reported worldwide.
Social Security scams can be reported to <b>the SSA Office of the Inspector General (https://olg.ssa.gov/report)</b> .	About 1 in <b>10</b> Americans aged 60+ have experienced abuse.	Create a society <b>FREE</b> from Elder Abuse.	World Elder Abuse Awareness Day is observed on <b>June 15th</b> , every year.	<b>Ageism</b> is discrimination and stereotyping based on age.
Approximately 50% of people living with <b>dementia</b> experience abuse or neglect.	Unwanted touching is an example of <b>sexual</b> abuse.	It is up to <b>everyone</b> to prevent and address elder abuse.	Fear and anxiety, isolation, and depression are all signs of <b>emotional/psychological</b> abuse.	<b>Eldercare Locator</b> is a free national service that connects older Americans and caregivers with trustworthy local support resources.
World Elder Abuse Awareness Day was launched in <b>2006</b> .	Government impersonation and the grandparent scam are examples of <b>elder fraud</b> .	<b>Adult Protective Services</b> receives and investigates reports of abuse, neglect, and exploitation in the community.	Unusual changes in money management, spending patterns, and financial documents are signs of <b>financial</b> abuse.	I can prevent elder abuse by <b>reporting suspected abuse</b> .





# Caravan Guidelines for WEAAD

## World Elder Abuse Awareness Day Caravan Event Guidelines

**Organize a WEAAD car caravan!**

A car caravan is a parade of cars that drives through a strategically selected route. Each car in the caravan displays messages or images to raise awareness of WEAAD.


**EVENT PLANNING**

- Identify a primary point of contact to provide communication and logistical support for the event.
- Determine a start & end point and map out a clear route.
  - Take into consideration the number of cars and stoplights, etc.
  - Secure relevant city approvals, including from the police department (escort or non-escort).
- Event promotion can be done through social media or by flyers. Templates are available on the [WEAAD microsite](#).

**SPREAD AWARENESS BY DECORATING YOUR CARS**

- WEAAD's Date: **June 15th**
- WEAAD Logo
- [5 Things Everyone Can Do to Prevent Elder Abuse](#)
- National Elder Fraud Hotline: 1-833-372-8311
- Local elder abuse reporting numbers (Adult Protective Services, Long-Term Care Ombudsman)

Refer to the [CDC's considerations for events and gatherings](#). Consult with local/state public health offices as they have the most up-to-date, relevant information for each community's needs, restrictions, and guidelines.



**WORLD ELDER ABUSE AWARENESS DAY**  
Building Strong Support for Elders

**NCEA**  
National Center on Elder Abuse

**ACL**  
Administration for Community Living

- Caravan Event [Guidelines](#)
- Caravan Event Flyer [Template](#)

## [Event Name]

Date: [Event Date]

Meet-Up Time: [Event Time/Duration]

Start Point: [Event Start Point Location]

End Point: [Event End Point Location]

Use this section to include additional details about your event.


- reporting resources for your area that people can display
- primary point of contact for logistical support
- reminders to stay on the determined route even when split up at stoplights
- links for RSVP forms

**#WEAAD**

**Share your event!**

Use **#WEAAD** on social media to share the fun.

**June 15th**



**WORLD ELDER ABUSE AWARENESS DAY**  
Building Strong Support for Elders

I wear  
purple  
because...



I want to challenge  
ageist assumptions  
that ignore and  
tolerate elder abuse.

#PurpleWednesday

# #WEAAD615 Challenge

\*PDF version

## Participate in the #WEAAD615 Challenge!

Inform, educate, and empower others to be part of the solution to end Elder Abuse.



LIST **SIX FACTS** ABOUT ELDER ABUSE EVERYONE SHOULD KNOW:



SHARE **ONE THING** YOU CAN DO TO PREVENT ELDER ABUSE:



REACH OUT TO **FIVE PEOPLE** TO PARTICIPATE IN THIS CHALLENGE.




### RESOURCES

[World Elder Abuse Awareness Day \(WEAAD\) Microsite](#)

[Elder Justice Neighborhood Map](#)

- Find elder abuse reporting and support resources in your state

Elder Abuse Fact Sheets

- [12 Things Everyone Can Do to Prevent Elder Abuse](#)
- [Signs of Elder Abuse](#)
- [The Facts of Elder Abuse](#)



A purple banner with the text "Walk for WEAAD!" in white. The banner is decorated with various colorful footprints in shades of blue, orange, and yellow, connected by a dashed white line. The footprints have different patterns, some with stripes and some with circles.

# Walk for WEAAD!



## Let's build a national elder justice movement, through movement

Registration is NOW OPEN! [Walk for WEAAD](https://weaad.walkertracker.com/) begins May 1st, the first day of Older Americans Month, and runs through June 15th, WEAAD.

### How to participate:

- Go to <https://weaad.walkertracker.com/>.
- Register for Walker Tracker, create your profile, and start tracking your activity [online](#) or on the Walker Tracker [app](#).
- [Create](#) or [join](#) a team with colleagues, friends and family, or members of your community. No team? No problem! Join the "WEAAD Team" (open to all!).
- Wear purple clothing, ribbon, mask, or socks to honor survivors of elder abuse and raise awareness of WEAAD.
- Walk, run, or do any other activity to show your support for WEAAD. And we do mean any other activity. Walker Tracker [converts](#) Americans with Disabilities Act (ADA) recommended activities into step counts, so we can count every step we are collectively taking to advance elder justice.



Join us for  
**#WEAADReframed**



# Tips

- Use “we”, “us”, “all”, “everyone”
- Avoid triggering images or “vulnerable”
- Use person-first language
- Highlight multiple solutions
- Use NCEA resources



# NCEA Publications Library

Available in multiple languages

CENTRO NACIONAL SOBRE ABUSO DE ANCIANOS

## Señales de Alerta de Abuso



Nuestras comunidades son como edificios que soportan la seguridad y el bienestar de las personas. Una de las principales formas en las que todos podemos colaborar con este proyecto continuo de construcción, es estar atentos a las señales de alerta de maltrato. ¿Alguna de las personas que conoces muestra alguno de estos indicios de abuso? De ser así, HAZ ALGO DE INMEDIATO. Todos, a toda edad, merecen ser tratados justamente. **Denuncia el abuso sospechado lo antes posible.**

### Signos Emocionales y del Comportamiento

- > Cambios inusuales en el comportamiento o en el sueño
- > Miedo o ansiedad
- > Aislado y no responsivo
- > Depresión

### Signos físicos

- > Huesos rotos, moretones y ronchas
- > Cortes, lagas o quemaduras
- > Llagas de cama sin tratar
- > Ropa interior rota, manchada o manchada con sangre
- > Enfermedades de transmisión sexual sin justificación
- > Suciedad, mala nutrición o deshidratación
- > Malas condiciones de vida
- > Falta de recursos médicos (anteojos, caminador, dientes postizos, audífono, medicación)

### Signos Financieros

- > Cambios inusuales en las cuentas bancarias o en la gestión del dinero
- > Cambios inusuales o repentinos en testamentos u otros documentos financieros
- > Firmas fraudulentas en documentos financieros
- > Facturas impagas

### ¿QUÉ ES EL ABUSO DE ANCIANOS?

El abuso de ancianos implica maltratar o dañar a una persona mayor. Puede incluir abuso físico, emocional o sexual, como así también el abandono y la explotación financiera. Muchos factores sociales (por ejemplo, la falta de servicios de apoyo y recursos comunitarios), pueden crear condiciones propicias para el abuso de ancianos. La discriminación por edad (prejuicios o estereotipos contra las personas mayores que les impiden formar parte por completo de su comunidad) también contribuye a facilitar el abuso de ancianos. Si cambiamos estos factores contribuyentes, podemos prevenir el abuso de ancianos y asegurarnos de que todos tengamos la oportunidad de prosperar a medida que avanzamos en edad.



NCEA NATIONAL CENTER ON ELDER ABUSE

RESEARCH BRIEF

## Mistreatment of Asian American and Pacific Islander (AAPI) Elders

This research brief synthesizes the latest available information and research relating to the mistreatment of Asian American and Pacific Islander (AAPI) elders. This brief focuses on the intersection of culture and elder mistreatment in AAPI communities. Information is provided on perceptions and prevalence of elder mistreatment, help seeking behavior, and recommendations for research and intervention.

### KEY TAKEAWAYS


- In many AAPI cultures, the family or group is emphasized over the individual, which can affect an elder's willingness to report abuse. This can be understood through the strong cultural value of **filial piety**.
- The AAPI community is often stereotyped as the "model minority" but little is understood about elder abuse in this community and more research is needed on AAPI subpopulations.
- **Psychological/emotional abuse** is the most commonly reported form of elder abuse in this community and it is defined in a way that differs from Western culture.
- There may be a **high tolerance for financial exploitation** in this community.
- **Reporting of elder abuse** is low in this community due to reasons like language barriers, considering elder mistreatment a family matter, and shame.
- Acculturation, length of time in the U.S., and place of birth may influence attitudes and behaviors related to elder abuse among AAPI elders.
- Recommendations for addressing elder abuse in this community include collecting indirect and disaggregated data, tailoring programs to culturally defined forms of mistreatment, and reframing traditional values to encourage elder abuse detection.

### Demographics

Asian Americans trace their roots to more than 20 countries in East and Southeast Asia and the Indian subcontinent, each with unique histories, cultures, languages and other characteristics. The U.S. Census Bureau provides the following definitions for Asian and Native Hawaiian or Other Pacific Islander.

**Asian:** A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

**Native Hawaiian or Other Pacific Islander:** A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.



Research Brief: Mistreatment of Asian American and Pacific Islander (AAPI) Elders

## Medication Issues

National Indigenous Elder Justice Initiative Online Interactive Educational Module

### Key Takeaways

- Recognizing how pharmaceuticals, legal, and illegal, contribute to increased risks of abuse, neglect, and exploitation.
- Identifying pharmaceutical issues including interactions of prescribed medications, natural medicines, and supplements.
- Building trust and creating a culturally-safe environment between providers and Indigenous patients.

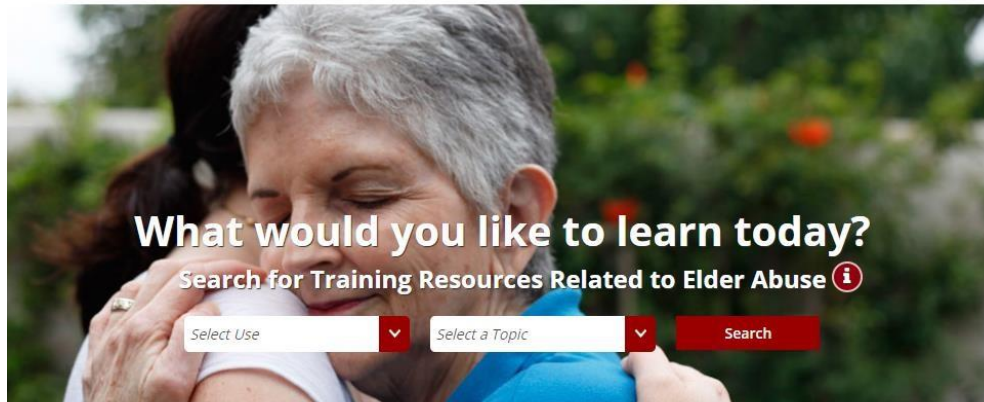
### Medication Misuse and Abuse

- Pharmaceutical misuse, or prescription drug abuse, refers to taking a medication other than the prescribed way.
- Misuse also refers to taking someone else's prescription. This may be with or without the older adult's consent, even for a legitimate complaint such as pain.
- Misuse or abuse also refers to taking medication to feel euphoria or to "get high" or "wasted".
- These forms of abuse may take place by the older adult themselves. The misuse may also be initiated or forced by someone caring for the older adult.

### Types of Commonly Used Medications

- **Opioids** – are typically prescribed for pain. They include oxycodone, hydrocodone, codeine, morphine, and many others. They can be addictive, and easily lead to an overdose if not taken as prescribed.
- **Depressants** – generally work by lessening the actions of the central nervous system. They include Valium, Xanax, Klonopin, Lunesta, and Ambien. Long term use can cause both psychological and physical dependence.
- **Stimulants** – are most often prescribed to treat attention-deficit hyperactivity disorder (ADHD). They can also be prescribed for weight loss, depression, and lethargy. Long term use can cause both psychological and physical dependence.

# Training Resources on Elder Abuse (TREA)



## Training Resources on Elder Abuse

A searchable database of elder abuse related training materials designed for professionals, caregivers and the community.

Inspired by the Elder Justice Roadmap, our goal is to increase the number of professionals, caregivers and community members who receive high quality training on elder abuse.

Need assistance with an elder abuse inquiry? Visit the National Center on Elder Abuse (NCEA).

## New and Notable

- USC Judith D. Tamkin Symposium on Elder Abuse
- The National Center on Law & Elder Rights' Elder Justice Toolkit, with national resources on civil legal aid and elder abuse, is now available on their website



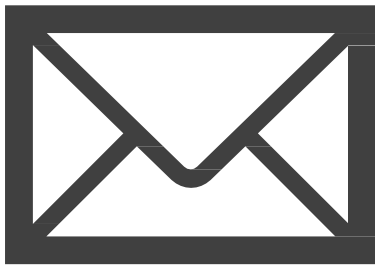
# Questions?



1-855-500-3537



[ncea@med.usc.edu](mailto:ncea@med.usc.edu)



[ncea.acl.gov](http://ncea.acl.gov)  
[bit.ly/ReframeEA](http://bit.ly/ReframeEA)



[linkedin.com/company/ncea](https://www.linkedin.com/company/ncea)



[@NationalCenteronElderAbuse](https://www.facebook.com/NationalCenteronElderAbuse)



[@NCEAatUSC](https://twitter.com/NCEAatUSC)

# Questions



# The Ohio Attorney General's Elder Abuse Commission

## A STRONG AND JUST OHIO: REFRAMING THE ELDER ABUSE DISCUSSION THE OHIO PANEL



**DAVE YOST**

OHIO ATTORNEY GENERAL



# Introduction to the Panel

## Dan Orzano

Outreach and Education  
Manager

Division of Securities, Ohio  
Department of Commerce

[Daniel.Orzano@com.ohio.gov](mailto:Daniel.Orzano@com.ohio.gov)



**Ohio**

**Department  
of Commerce**

Division of Securities

Mike DeWine, Governor  
Jon Husted, Lt. Governor

Sheryl Maxfield, Director

# Panelist

## Andrew Capehart

Senior Business Analyst/Subject Matter Expert

[APS Technical Assistance Resource Center](#)

WRMA, Inc., a TriMetrix Company

[APS TARC - Home \(acl.gov\)](#)

**APS TARC**

Adult Protective Services Technical Assistance Resource Center

enhancing  
effectiveness of  
**APS** programs

**APS TARC**

Adult Protective Services Technical Assistance Resource Center

enhancing  
effectiveness of  
**APS** programs

# Reframing Aging & APS: A National Perspective

June 22, 2022

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Andrew Capehart



# Disclaimer

The National Adult Maltreatment Reporting System (NAMRS) and the Adult Protective Services Technical Assistance Resource Center (APS TARC) are a project of the U.S. Administration for Community Living, Administration on Aging, Department of Health and Human Services, administered by the WRMA, Inc. Contractor's findings, conclusions, and points of view do not necessarily represent U.S. Administration for Community Living, Administration on Aging, Department of Health and Human Services official policy.

# About Me

- Started as an APS worker in Columbus
- Former member of OCAPS & Elder Abuse Commission
- Current member of OH APS Advisory Council
- 10+ years working on federal level
- Current lead for federal technical assistance at APS TARC



# About the APS TARC

- Assist APS programs
- The mission of the APS TARC is to enhance the effectiveness of state APS programs by:
  - Supporting federal, state, and local partners' use of data and analytics,
  - Applying research and evaluation to practice, and
  - Encouraging the use of innovative practices and strategies.

# Federal APS Update

- 2021 Federal Formula Funds
  - Coronavirus Response & Relief Supplemental Appropriations Act (CRRSA)
  - American Rescue Plan Act (ARPA)
- Funding to be used by states in a variety of ways:
  - Public Awareness
  - Personal Protective Equipment
  - Client Services (Direct)
  - Training
  - Data Systems
  - Staffing
  - Housing

# Federal APS Update

- Trends in APS
  - Forensic Accounting Resources
  - Quality Assurance Resources
  - Infrastructure Building
  - Data Resources
  - Equity Studies
  - APS-Specific Services
  - Specialization

# APS Public Awareness

- Many state APS programs are using funds for public awareness
- States are targeting:
  - General Public
  - Mandatory Reporters
- Delivery via:
  - Flyers
  - Signs
  - Outreach Events
  - Media

# The Importance of Reframing

- Ageism Matters!
  - Infantilization
    - “She doesn’t understand what’s best for her”
  - Stereotyping
    - Not all older adults are vulnerable adults
    - Not all older adults have diminished cognitive capacity
  - APS sees these issues every day

# The Importance of Reframing

“Public awareness and professional recognition of elder abuse have increased... Still, there is evidence of awareness and recognition everywhere. I see it daily with growth in the number of Google Alerts news feeds I receive about elder abuse and my inability recently to find anyone who has not at least heard of the problem.”

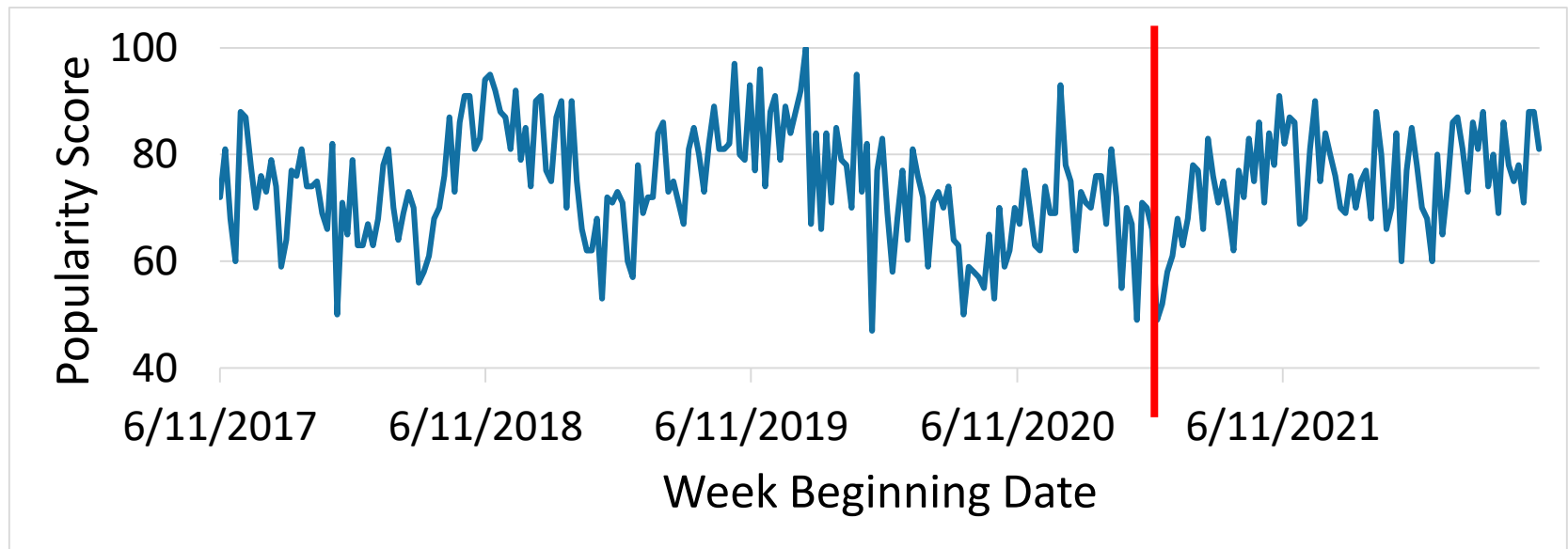
*-Georgia Anetzberger, PhD*

*[“Elder Justice Roadmap: A Progress Update”](#)*

*APS Blog Post March 2022*

# The Importance of Reframing

**Weekly Popularity Scores for Search Term "adult protective services" in the United States from 2017-2022**



(Source: [Google Trends](#))

# The Importance of Reframing

- If interest in APS is rising, public awareness is especially important
- Sending the right message
- Messaging in APS is difficult due to eligibility:
  - Jurisdiction
  - Living Setting
  - Age
  - Vulnerability
- Help the public understand we're there for them!



# Contact & Follow Us



<https://apstarc.acl.gov/>



[apstarc-ta@acl.hhs.gov](mailto:apstarc-ta@acl.hhs.gov)



<https://twitter.com/apstarc>



<https://www.facebook.com/apstarcacl/>



<https://www.linkedin.com/company/apstarc/>

# Questions



# Panelist

## **Shon E. Gress**

Executive Director & CEO

MEALS ON WHEELS GUERNSEY COUNTY  
GUERNSEY COUNTY SENIOR CITIZENS CENTER  
1022 Carlisle Avenue, Cambridge, Ohio 43725

[sgress@guernseysenior.org](mailto:sgress@guernseysenior.org)

# A STRONG AND JUST OHIO: REFRAMING THE ELDER ABUSE DISCUSSION

Ohio's Senior Centers—Older People In Our Communities:  
*A Setting for Long-Term Social Change*

Presented by:

Shon E. Gress, MSHCS, BSC

*Certified Administrator of Aging Services*

Executive Director/CEO

Guernsey County Senior Citizens Center, Inc. &  
Meals On Wheels Guernsey County

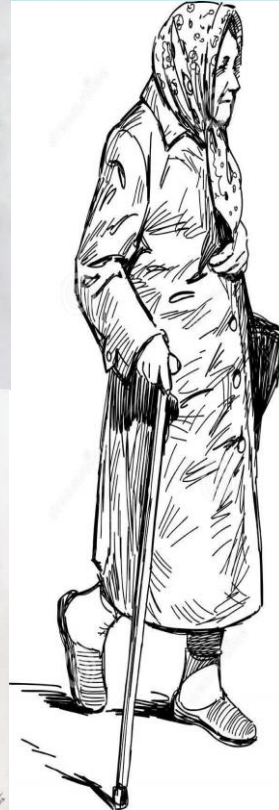
OHIO ASSOCIATION OF SENIOR CENTERS  
Board Member



**OHIO ASSOCIATION  
OF SENIOR CENTERS**

# How do YOU define or draw “Aging”?

What is more important the picture, the matting, or the frame?



# Why Reframing Aging?

- The Reframing Aging Initiative is a long-term social change endeavor designed to improve the public's understanding of what aging means and the many ways that older people contribute to our society. This greater understanding will counter ageism and guide our nation's approach to ensuring supportive policies and programs for us all as we move through the life course.

What better place to start the momentum than at  
Ohio's Senior Centers

# No Two Senior Centers in Ohio are Alike...One Size Does Not Fit All



## Senior Centers by name alone vary in culture, brand, size, scope, & shape...but definitely share a very universal & common mission

- Senior Citizens Center
- Center for Seniors
- Council on Aging
- Community Center
- Older Adult Center
- Center on Aging
- SourcePoint
- Agency on Aging
- Life Care Center
- Elderly Center
- Adult Center
- Active Aging Center
- Activity Center
- Senior Community Center
- Resource Center
- Wellness Center
- Friendship Center
- Leisure Center



# Attitudes and Misperceptions Regarding Aging



VS

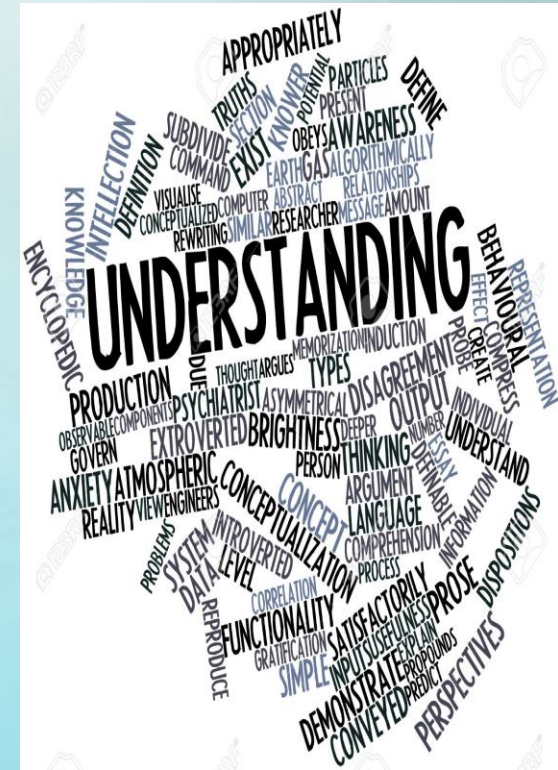


- The way Americans currently think about aging creates obstacles to productive practices and policies. How can the field of aging help build a better understanding of aging, ageism, and what it will take to create a more age-integrated & inclusive society?
- Reframing is not renaming.
- Ageist attitudes start early with young children—Initiatives & Intergenerational Opportunities.
- Knowing your culture in your community—Branding & Marketing

Understanding how Americans think and talk about aging helps communicators like you choose your communications cues strategically.

If you can predict how the public will interpret your messages, you can create more effective messages that engage people in productive conversations about:

- The aging process and how it works
- The environmental and systems-level factors that stand in the way of positive aging outcomes, and
- How policies, programs, and systems-level changes support older Americans' wellbeing and benefit all of us.





# Reframing Aging

## Quick Start Guide

Framing is the process of making choices about what to emphasize and what to leave unsaid. Here's a quick tour of themes to avoid and alternatives to advance.

Instead of these words and cues:	Try:
<p>"Tidal wave," "tsunami," and similarly catastrophic terms for the growing population of older people</p>	<p>Talking affirmatively about changing demographics: "As Americans live longer and healthier lives . . ."</p>
<p>"Choice," "planning," "control," and other individual determinants of aging outcomes</p>	<p>Emphasizing how to improve social contexts: "Let's find creative solutions to ensure we can all thrive as we age."</p>
<p>"Seniors," "elderly," "aging dependents," and similar "other-ing" terms that stoke stereotypes</p>	<p>Using more neutral ("older people/Americans") and inclusive ("we" and "us") terms</p>
<p>"Struggle," "battle," "fight," and similar conflict-oriented words to describe aging experiences</p>	<p>The Building Momentum metaphor: "Aging is a dynamic process that leads to new abilities and knowledge we can share with our communities."</p>
<p>Using the word "ageism" without explanation</p>	<p>Defining ageism: "Ageism is discrimination against older people due to negative and inaccurate stereotypes."</p>
<p>Making generic appeals to the need to "do something" about aging</p>	<p>Using concrete examples like intergenerational community centers to illustrate inventive solutions</p>

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✦ [www.reframingaging.org](http://www.reframingaging.org)  
 @ReframingAging

The Reframing Aging Initiative is a long-term social change endeavor designed to improve the public's understanding of what aging means and the many ways that older people contribute to our society. This greater understanding will counter ageism and guide our nation's approach to ensuring supportive policies and programs for us all as we move through the life course. For more information, visit [www.reframingaging.org](http://www.reframingaging.org)

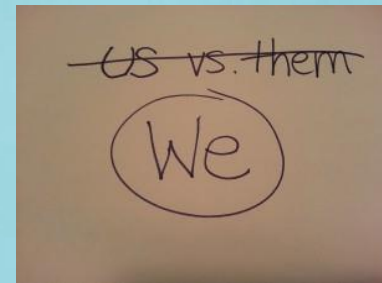
# What is aging and how does it work?



## Ideal vs. Real:

- The public simultaneously holds two contradictory views of aging: the ideal and the real.
- The public's idealized vision of aging encompasses accumulated wisdom, self-sufficiency, an active lifestyle, and "earned" leisure. But that vision contrasts sharply with what people presume to be the reality of aging: a process of deterioration, loss of control, and dependency.
- Both models are highly individualistic because both ideal and real outcomes are always thought to be the result of individual decision-making. They also limit the public's understanding of older people's social contributions and its recognition of the kinds of social policies and supports that can improve aging outcomes.

# What is aging and how does it work?



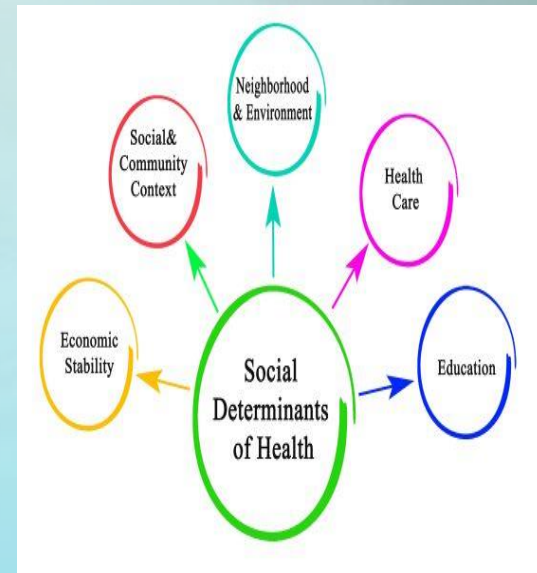
## Us vs. Them:

- The American public's negative view of aging can be seen in its pattern of identifying older people as a separate social group that is separate and apart from "the rest of us."
- Compartmentalizing and marginalizing older Americans makes it easier for people to apply zero-sum logic when reasoning about policy initiatives designed to support older people.
- When thinking this way, they reason that providing social supports for older people necessarily means taking resources away from other groups.
- Messages about "staying young" or "fighting aging" reinforce this model of separate and opposed social groups.

# What is aging and how does it work?

## Individualism:

- Another dominant pattern of thinking is that individuals' outcomes are primarily or solely the result of their good or bad personal choices.
- When this individualistic thinking is applied to aging, the public reasons that whether someone ages “well” is a consequence of personal financial, lifestyle, and health choices.
- This default assumption obscures the social determinants and contextual factors that influence people's health and wellbeing as they age and makes it difficult to recognize the power of social supports to improve outcomes for everyone.



# What is aging and how does it work?



## Nostalgia and The Threat of Modernity:

- The idea that life used to be better (and is getting worse) is a common model the public uses to reason about many social issues.
- Coupled with this sense of nostalgia is the belief that modern life threatens people's ability to age well.
- The public blames modern life for the breakdown of family connections, an unpredictable economy that makes it hard to invest or save for retirement, and the impending end of Social Security as a social safety net.
- Activating these cultural models feeds people's sense of fatalism, making it difficult for them to see the systems-level changes that can improve aging outcomes for everyone.

# What is aging and how does it work?



## Solutions:

- The public shares a strongly fatalistic attitude about aging and the prospect of thriving in older age.
- Common characterizations of age-related demographic change as a “silver tsunami” or an impending social crisis fuel this fatalism, leaving people pessimistic about our ability to address these issues.
- When pressed, members of the public default to individualistic thinking and reason that, if life outcomes are attributable primarily to individuals’ life choices, then the keys to wellbeing in older age must be better personal health and financial choices.
- As a result, they have trouble envisioning collective or policy-level solutions to the challenges people face as they age.



# Senior Centers and Reframing—Items to Consider

- What facility name is the best fit in your local community & culture?
- Are your staff properly trained? Aging Awareness & Sensitivity Training (Retraining); Ageless Wisdom
- Programs & Marketing Plan? Message to Clients-Activities, Newsletters, Social Media, Billboards, etc.
- Jokes & Humor—Offensive or Not Offensive?
- Ageist attitudes start early with young children—Initiatives & Intergenerational Opportunities.
- Elder Abuse—Boots on the Ground/Daily Interaction
  - Knowing the Signs
  - Mandated Reporters
  - Familial Support
  - Community Resources & Connections



**How will you & your  
community redefine or  
redraw Aging?**

**In this journey ahead—  
Look in the mirror once & awhile...and  
please make sure you're looking ahead  
and not just into the rearview mirror**



## CONTACT INFORMATION:

Shon E. Gress

Email: [sgress@GuernseySenior.org](mailto:sgress@GuernseySenior.org)

# Questions



# Panelist

**Beth Kowalczyk**

Chief Policy Officer

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[kowalczyk@ohioaging.org](mailto:kowalczyk@ohioaging.org)

<http://ohioaging.org/>



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**Certified Reframing Aging Instructor**

# Ohio Association of Area Agencies on Aging



**Statewide Network of Agencies**



**Provides Training**



**Coordinates Advocacy**



**Creates Collective Voice**

# Reframing Aging

A Social Change Endeavor  
designed to improve the  
public's understanding of aging

[ReframingAging.org](http://ReframingAging.org)



@ReframingAging



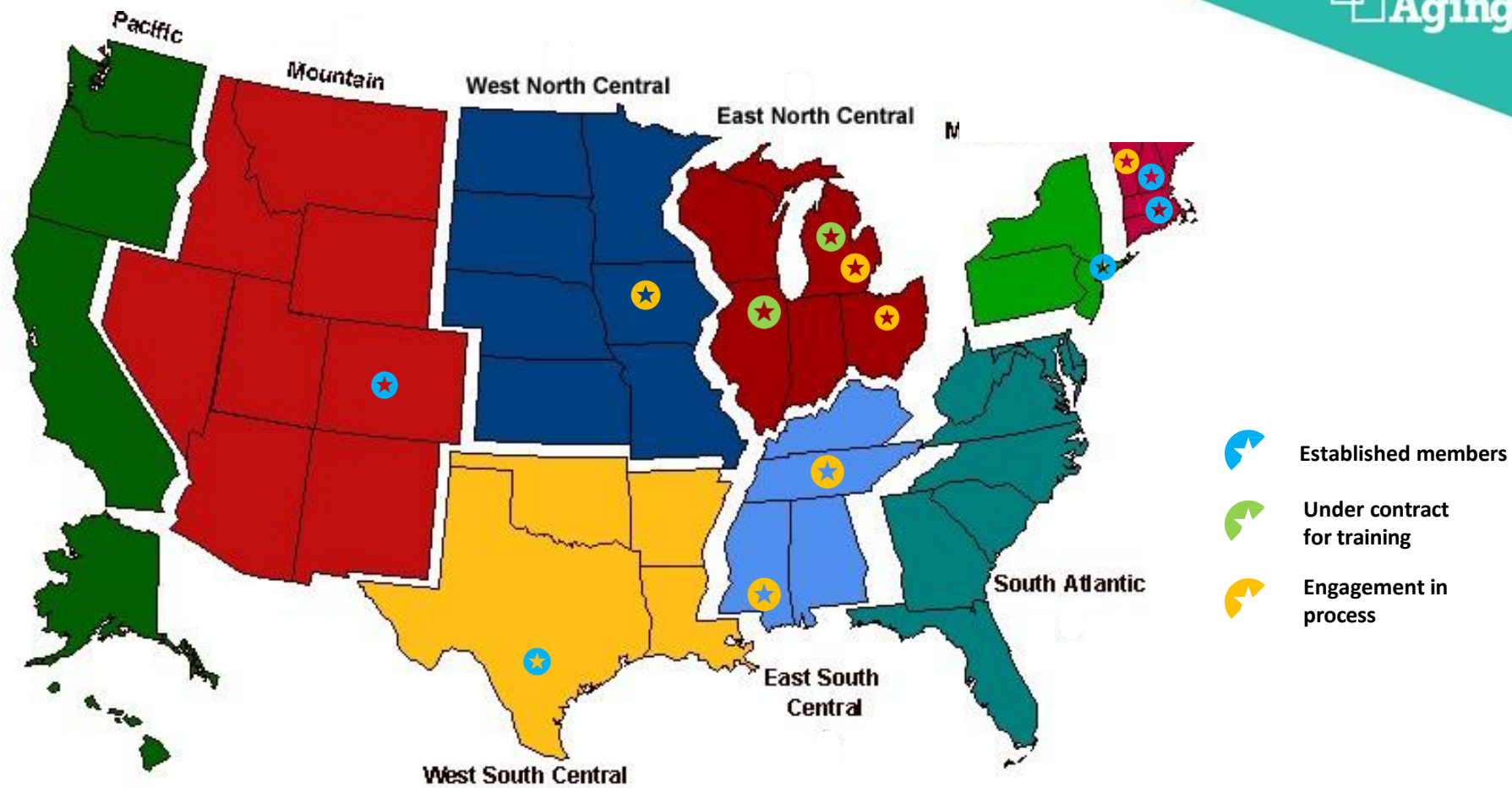
*Original research conducted by the  
FrameWorks Institute and sponsored by the  
Leaders of Aging Organizations*





**In a JUST society, everyone can participate**

## Engagement of State and Local Organizations as Members





## **The Swamp of Public Thinking about Aging**

## **Ideal vs. Perceived “Real”**

- Accumulated Wisdom
- Self-sufficiency
- Staying active
- Earned leisure
- Deterioration
- Loss of control
- Dependency
- Determinism

## **“Us” vs. “Them”**

- Older as “other”
- Zero sum
- Digital incompetence

## **Individualism**

- Lifestyle choices
- Financial planning

**What is in the swamp  
of...**

## **Aging**



**What Surrounds  
Us Shapes Us**

**Collective  
Responsibility**

## **Solutions**

- Fatalism/Crisis—nothing can be done
- Better individual choices and planning
- More education and information

**Problems can  
be solved**

## **Nostalgia and Threat of Modernity**

- Family dispersal
- Economic challenges
- Social Security is doomed

---

#IN THIS  
TOGETHER   
**Ohio**

---



**o4a**  
@o4aadvocacy

...



Kudos to [@GovMikeDeWine](#) for [#ReframingAging](#) in question about vaccine access! Q: When can average Ohioans can get the vaccine? A: "I think a lot of the people who are getting the vaccine now consider themselves average Ohioans." [@ReframingAging](#)



Feb 4, 2021 #COVID19 Update with Governor Mike DeWine  
Ohio Governor Mike DeWine and Lt. Governor Jon Husted will hold a media availability today at 2:00 p.m. to give an update on the status of the Coronavirus ...  
[youtube.com](#)

5:35 PM · Feb 8, 2021 · Twitter Web App

In one stage of the experiment, participants were provided with one of five terms for older people (older person, older adult, senior, senior citizen, and elder) and asked to rate them on a five-point scale across a number of competence-related adjectives (e.g. “technologically capable,” “frail,” “independent,” or “wise”). These were averaged to create an overall measure of perceived competence. The resulting analysis reveals a clear continuum of competence associated with different labels:



Another part of the experiment gave people one of these labels and asked them to indicate how old they thought the person was. Responses from all participants were averaged—and the mean ages were as follows:



While *older adults* is the current preferred term among leading progressive voices in the aging field, this study suggests that this term calls to mind someone in their mid-fifties. As many of the field’s desired policies and reforms focus on people quite a bit older than that, this isn’t optimal.

The resulting recommendation: Advocates should consistently use the term *older people*. This term evokes, in the public mind, people aged 60 or older, and at the same time, brings with it the most positive, least paternalistic views of the age group described.]

“Finding the Frame: An Empirical Approach to Reframing Aging and Ageism,” Frameworks Institute, Published April 7, 2017  
<https://www.frameworksinstitute.org/publication/finding-the-frame-an-empirical-approach-to-reframing-aging-and-ageism/>

NEW ON AP STYLEBOOK ONLINE  
AP STYLE TIP

# older adult(s), older person/people

Preferred over *senior citizens, seniors or elderly* as a general term when appropriate and relevant.

It is best used in general phrases that do not refer to specific individuals: *concern for older people; a home for older adults*. Aim for specificity when possible: *new housing for people 65 and over; an exercise program for women over 70*.

[apstylebook.com](http://apstylebook.com)





## Framing in Practice

### *Using Building Momentum Creatively*



*Before*



*After*

Reframing Aging Program

*Using Building  
Momentum  
Creatively*

Age Strong Shuttle Redesign



## Everyone is an Advocate

---

- Area Agencies on Aging – all staff, boards, providers
- Ohio Department of Aging
- State Aging organizations
- Advocacy organizations
- Age Friendly Communities
- Funders
- Senior Community Service Employment Program Providers
- Adult Protective Services
- Creative Aging Institute
- University Extension Offices
- Probate Court Investigators
- College Students
- City of Worthington staff, city council, boards and commissions



## Reframing Aging as Advocacy Tool

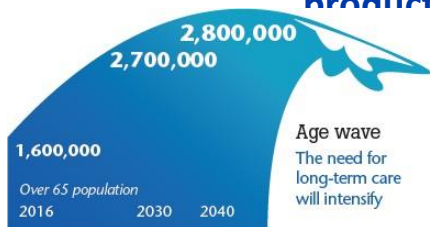
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- **Position Papers**
- **Testimony**
- **Press Conferences**
- **Letters to the Editor and Op Eds**
- **Social Media**

# Position Papers

**Before:**

By 2030, adults 65 years and older will make up nearly 25% of Ohio's population, up from 14% today. This dramatic change in life span is a cause for both celebration and concern. The massive numbers of the "oldest old" will unleash a torrent of Medicaid spending that threatens the state treasury. The burden falls to Medicaid because many individuals deplete their assets to pay for long-term care that Medicare doesn't cover.



Scripps Gerontology Center, Miami University

How well we thrive as we age is really a question of how well equipped our communities are to tap into this resource by enabling us to be engaged participants. Everyone is more likely to enjoy positive aspects of aging like good health, personal growth, longevity and expanded productivity if we start to **little differently** **ow we shape the ve live.**

**Age wave**  
The need for long-term care will intensify

**gency on Aging ns provide dignity, ermination, and quantity of live for us as we age. We must ensure adequate funding and system resources are dedicated to the full spectrum of supports to enable us to live healthy, engaged and secure lives**

**After:**

# Position Papers



## KEEP PROTECTION OF SENIORS A TOP PRIORITY!

### Before:

The Ohio Coalition for Adult Protective Services urges the Ohio General Assembly to invest \$10 million per year (including a base amount of at least \$65,000 per county) to fund adult protective services in the 2018-2019 state budget (ALI 600-534).

**Prevalence of Elder Abuse:** In state FY'2015, 16,854 adult protective services investigations were opened. However, a study funded by the Health Path Foundation of Ohio estimated that at least 105,000 seniors (age 60+) are abused or neglected each year by people they trust. In comparison, the study estimated that 103,000 seniors are injured in falls that result in an emergency room visit each year. Publicly funded efforts are underway to prevent the harm caused by falls and associated health costs. Ohio must put forth a similar effort to protect seniors and prevent the loss of dignity and severe harm, and associated health costs, that are the result of elder abuse.

# Position Papers

## After:



### Supporting Communities Strengthening Adult Protective Services

- We believe in a just society that recognizes that all people are equal. No matter how old we are, we are entitled to be treated as full members of our communities.
- We are all aging, and we are living longer. We are fortunate to be in a period of time where we can say that we are living longer and healthier lives. This is Ohio's Longevity Era.
- Policies that connect us to our communities at all stages of life are the most effective strategy for combatting elder abuse and neglect. Without these policies, social isolation occurs, putting us greater risk of neglect and abuse.
- When our communities are connected, they prevent and are capable of immediately addressing elder abuse.

Our communities are social structures that need strong, integrated supports to make these connections for us as we age. All of these supports are needed to keep the structure sound and to effectively prevent and address elder abuse and neglect.

**Adult Protective Services is among the supports we rely on  
to be there for us as we age.**

## Testimony

*It is fitting that I am before you today to talk about aging, as May is Older Americans Month, and this year's theme is "Communities of Strength." The reality is that we are all aging. We are living longer, and we all want to be able to age in place in our homes and communities. That means we are likely to need some support when we get older. You may have experienced this to some degree with a family member, or friend, or as a caregiver yourself. Right now, for more than 2000 people on waiver programs, and countless more on waiting lists for local services or in need, home is moving out of reach.*

<http://ohioaging.org/wp-content/uploads/Kowalczyk-5-13-testimony.pdf>



# Press Conference

“As we live longer and healthier lives, this presents new opportunities for our communities. It’s up to us to figure out how to make the most of them. Now is the time to try out new ideas and innovative approaches to improve how our society supports older people and responds to aging. We are all aging, and this is important to all of us. “



“As we get older, we gather momentum through the build-up of experiences and insights. We gain the power of perspective. Our abilities move us forward toward more complex goals. Each of us contributes to the forward motion and progress of our communities. The energy that we build up as we get older is what powers us to move our communities forward.

These positive outcomes are possible but aren’t guaranteed. Society has an opportunity to benefit from this momentum, but that will require changes to our policies, practices, and public structures. By 2025, more than 1 in 4 Ohioans will be age 60 and older. We need to enact policies and foster environments that help build our momentum to move our communities forward. That’s why I’m here today – to share why it’s so important to promote policies and legislation that seek to support and improve the lives of older adults, like the bills everyone is talking about today. For example, we can’t thrive in our homes and communities as we age if we can’t afford to stay there.”

## Letters to the Editor

**"Americans are problem-solvers. When we are confronted with a challenge, we figure out how to overcome it or when we see that something isn't working, we rethink our approach. Replacing outdated practices with new, smarter ways of doing things is the key to our nation's economy and overcoming recent and historical public health challenges. Over the last year we have learned how vitally important it is for Ohioans to be able to stay safe at home and have the option to receive quality health care in their own home."**

***- Jacqi Bradley, CEO, Area Agency on Aging 3***

**<https://thecourier.com/news/305034/letters-to-the-editor-feb-19/>**

## The Columbus Dispatch

**LETTERS | Opinion** *This piece expresses the views of its author(s), separate from those of this publication.*

# Letters: SNAP benefits to be slashed soon. Elderly will turn to food pantries to stay fed.

**Letters to the Editor**

Published 11:49 a.m. ET June 13, 2022

## Support for elderly important

If our communities learned anything from the pandemic, it's that we can come together to support each other in t

Older adults in our com  
many from being comm  
Our Area Agency on Ag  
have so many older adv  
of concern for their ow

**More:** Holiday gift-giv  
pandemic

One of the supports Ol  
(Supplemental Nutritio  
SNAP have responded  
significant positive imp

**More:** Meals on Whee

The enhanced benefits  
represent close to a qu  
consider immediate invest  
for the longer term, we need sound public policy and innovative approaches to improve how our society supports us all as we age. We are all aging, and this is important to us all.

6/14/2022, 8:41 A

rs: Elderly to turn to food pantries when SNAP benefits are cut

<https://www.dispatch.com/story/opinion/letters/2022/06/13/letters-elderly>

*Beth Kowalczyk, Chief Policy Officer, Ohio Association of Area Agencies on Aging, Columbus*

# Social Media Campaign

*We know that as we age, we prefer to live in our homes and communities. Home care empowers all of us with the opportunity to stay healthy, connected, and engaged in our homes and communities as we age in place. #HCBS #investinhomecare #BetterAtHome*

*Home and community-based services empower all of us with the opportunity to live independently and remain connected. For the benefit of all Ohioans, we urge the legislature to preserve the 6% increase to HCBS in the Senate's version of the state operating budget! #Keepthe6*



*The inclusion of a 6% increase to Ohio's HCBS system of care means our lawmakers are choosing to invest in our local communities and the people in them.*

# Age-Friendly Communities

**Age-friendly cities design and adapt their natural and built environment for residents of all ages and different capacities. An age-friendly community is barrier-free, designed for diversity, inclusive and cohesive.**

**For example: accessible and safe road and transport infrastructure, barrier-free access to buildings and houses, and public seating and sanitary facilities, among others. Age-friendly environments enable people to stay active, connected and able to contribute to the economic, social, and cultural life in their community. Becoming age-friendly can make a city a city of choice for all generations – a great place to live, have a family and grow older in.**

# AARP Network of Age-Friendly States and Communities



[AARP.org/Livable](#) · [About](#) · [Age-Friendly Network](#) · [Community Challenge](#) · [Publications & Resources](#) · [Videos](#) · [Livability Index](#) · [Map](#) · [A-Z Topics](#)



## ☑ North Dakota

## ⌄ Ohio

- **Akron:** Joined 2019
- **Athens County:** Joined 2020
- **Bellbrook:** Joined 2020
- **Brookville:** Joined 2022
- **Cincinnati:** Joined 2018
- **Cleveland:** Joined 2015
- **Clinton County:** Joined 2018
- **Columbus:** Joined 2015
- **Cuyahoga County:** Joined 2022
- **Delaware County:** Joined 2018
- **Franklin County:** Joined 2018
- **Harrison Township** (Montgomery County): Joined 2022
- **Oxford:** Joined 2017
- **Struthers:** Joined 2021
- **Summit County:** Joined 2020
- **Washington Township** (Montgomery County): Joined 2022
- **Westerville:** Joined: 2018
- **Worthington:** Joined 2020
- **Yellow Springs:** Joined 2019

For more information, contact: [AARP Ohio, ohaarp@aarp.org](mailto:ohaarp@aarp.org)

# Coalition of Age-Friendly Communities of Ohio

**1. Akron**  
Joined: 2019

**2. Athens County**  
Joined: 2020

**3. Bellbrook**  
Joined: 2020

**4. Cincinnati**  
Joined: 2018

**5. Cleveland**  
Joined: 2014

**6. Clinton County**  
Joined: 2018

**7. Columbus**  
Joined: 2015



**8. Delaware County**  
Joined: 2018

**9. Franklin County**  
Joined: 2018

**10. Oxford**  
Joined: 2017

**11. Summit County**  
Joined: 2020

**12. Westerville**  
Joined: 2018

**13. Worthington**  
Joined: 2020

**14. Yellow Springs**  
Joined: 2019





**Check out**

**[www.reframingaging.org](http://www.reframingaging.org)**



About ▾

Resources ▾

News

Join Us

Facilitator Community



**REFRAMING AGING INITIATIVE**  
**COUNTERING AGEISM BY CHANGING**  
**HOW WE TALK ABOUT AGING**





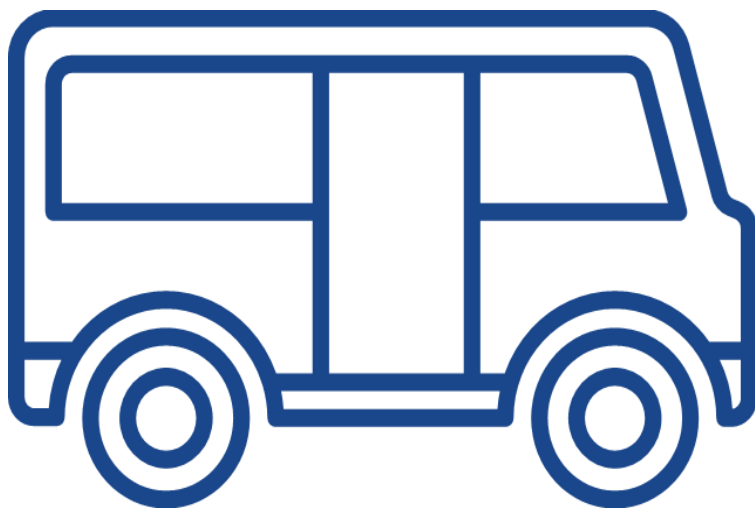
# COMMUNICATION BEST PRACTICES

Reframing Aging Initiative  
Guide to Telling a More  
Complete Story of Aging

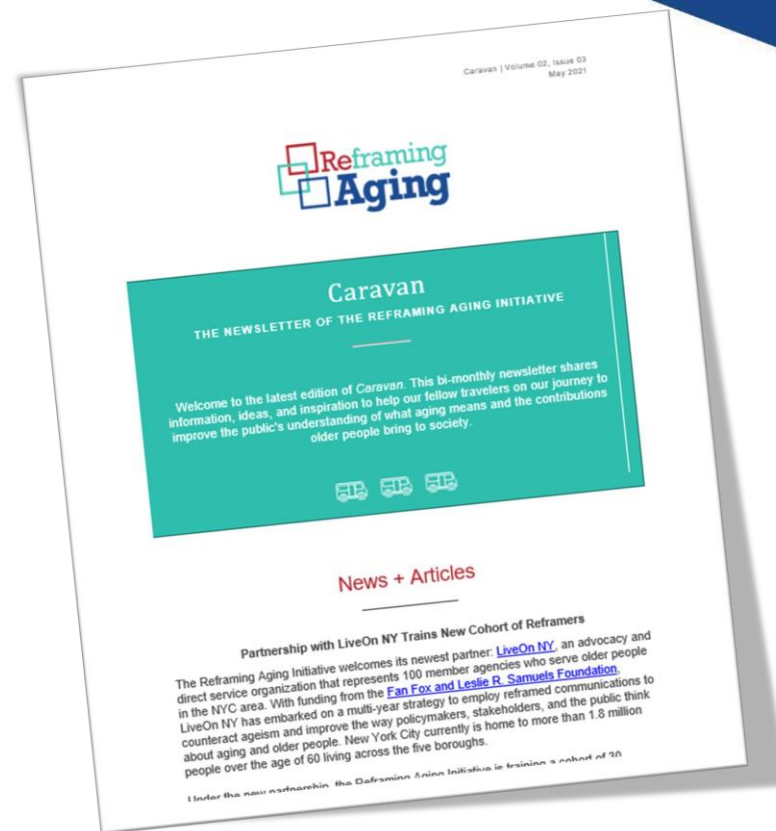


[ReframingAging.org](http://ReframingAging.org)

# Caravan newsletter



<https://www.reframingaging.org/Join-Us>





*Changing  
American  
culture is  
challengi  
ng and  
changing  
attitudes*

*• A generational change*  
*• Ongoing impact*  
*• Positive perceptions of aging: Priceless*  
*and behaviors*

*around [www.reframingaging.org](http://www.reframingaging.org)*

*the  
universal  
experienc  
e*



## Beth Kowalczyk

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Ohio Association of Area Agencies on Aging

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# Questions



# Panelist

**Hilary A. Stai**

Elder Justice

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Elder Connections Division

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[www.aging.ohio.gov](http://www.aging.ohio.gov)

Ohio

Department of  
Aging

*Fostering sound public policy, research, and initiatives that  
benefit older Ohioans.*

***A Strong and Just Ohio: Reframing the Elder  
Abuse Discussion***

Hilary Stai, Elder Justice Coordinator



# *Today*

- What ODA is doing
- What we can be doing

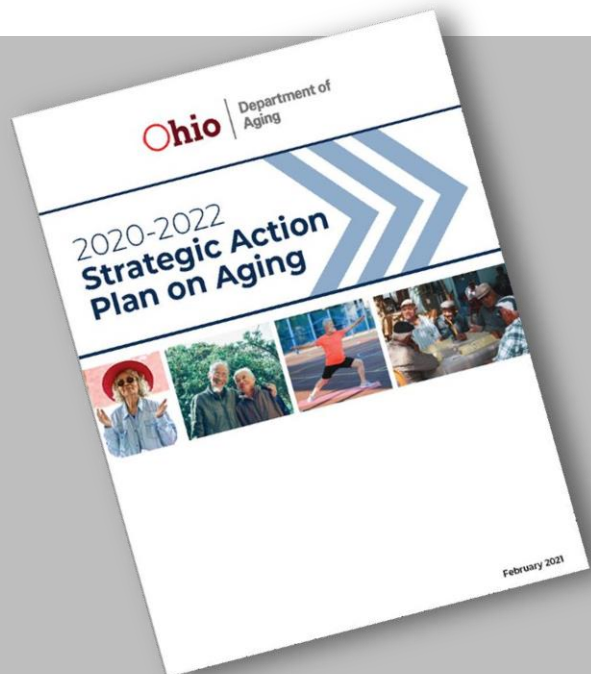


# *Vision*

- Ohio – The best place to age in the nation.



# *What is the SAPA?*



Prioritized  
action plan to  
advance elder  
justice and  
equity and  
achieve  
optimal health  
and well-being  
for older

# Goal

- All Ohioans live longer, healthier lives with dignity and autonomy and that disparities and inequities among older Ohioans are eliminated.



stering sound public policy, research, and initiatives that

## Goal

**All Ohioans live longer, healthier lives with dignity and autonomy. Disparities and inequities are eliminated.**

- Increased life expectancy
- Reduced premature death
- Improved health status
- Reduced elder abuse and neglect

## Vision

**Ohio is the best place to age in the nation**

**What factors impact the health and well-being of older Ohioans?**

Issues listed are prioritized in the SAPA

### Community conditions

#### Livable communities

- Financial stability
- Quality and affordable housing
- Transportation access

### Healthy living

#### Prevention and self-management

- Nutrition
- Physical activity

### Access to care

#### Services and supports

- Health-care coverage and affordability
- Home and community-based supports
- Home care workforce capacity and caregiver supports

**How will we know if the health and well-being of older Ohioans is improving?**

Issues listed are prioritized in the SAPA

### Social connectedness

- Social inclusion
- Volunteerism

### Population health

- Cognitive health
- Cardiovascular health
- Mental health

### Preserving independence

- Chronic pain management
- Falls prevention

## Principles

### Elder justice

Elder justice is achieved by fostering and promoting systems, policies, and beliefs that value aging, dismantle ageism, and create an age-integrated society that supports older Ohioans to live longer, healthier lives with dignity and autonomy.

### Equity

Equity requires dismantling ageism and the compounding effects of ageism and other forms of discrimination. To eliminate disparities and inequities, SAPA strategies must be tailored to Ohioans with the greatest need, and coupled with efforts to dismantle ageism, ableism, racism, and other forms of discrimination.

**Principles****Elder justice**

Elder justice is achieved by fostering and promoting systems, policies, and beliefs that value aging, dismantle ageism, and create an age-integrated society that supports older Ohioans to live longer, healthier lives with dignity and autonomy.

**Equity**

Equity requires dismantling ageism and the compounding effects of ageism and other forms of discrimination. To eliminate disparities and inequities, SAPA strategies must be tailored to Ohioans with the greatest need, and coupled with efforts to dismantle ageism, ableism, racism, and other forms of discrimination.

# SAPA strategies and resources

<p><b>Community Conditions</b></p> <p><b>Improve financial stability</b></p> <p>How does financial stability impact the health and well-being of older Ohioans? Financial stability ensures older Ohioans can meet their basic needs and provides greater access to safe and affordable housing, nutritious food, and other essential services.</p>	<p><b>Community conditions</b></p> <p><b>Improve housing quality and affordability</b></p> <p>How does housing quality and affordability impact the health and well-being of older Ohioans? Housing quality and affordability are critical for older Ohioans' health and well-being.</p>	<p><b>Community conditions</b></p> <p><b>Improve transportation access</b></p> <p>How does transportation access impact the health and well-being of older Ohioans? Transportation access connects older adults to friends and family, health care, employment, and other essential services.</p>	<p><b>Healthy living</b></p> <p><b>Improve nutrition</b></p> <p>How does nutrition impact the health and well-being of older Ohioans? Maintaining a healthy diet and eating nutritious food promotes healthy aging and disease management. Older Ohioans who lack proper nutrition face a higher risk for falls and fractures.</p>	<p><b>Healthy living</b></p> <p><b>Improve physical activity</b></p> <p>How does physical activity impact the health and well-being of older Ohioans? Regular physical activity maintains older Ohioans' ability to live independently and provides significant health benefits, including chronic disease management and prevention.</p>
<p><b>Access to care</b></p> <p><b>Improve healthcare coverage and affordability</b></p> <p>How does healthcare coverage and affordability impact the health and well-being of older Ohioans? Health insurance coverage improves access to care, limits out-of-pocket spending and makes healthcare costs more predictable.</p>	<p><b>Access to care</b></p> <p><b>Improve home- and community-based supports</b></p> <p>How do home- and community-based supports impact the health and well-being of older Ohioans? Many older adults rely on long-term care services in home- and community-based settings to support their everyday personal care needs.</p>	<p><b>Access to care</b></p> <p><b>Improve home care workforce capacity and caregiver supports</b></p> <p>How do home care workers and family caregivers impact the health and well-being of older Ohioans? Home care workers, family health and personal care aides, and family caregivers provide vital services to older Ohioans, including health care and assistance with daily living activities.</p>	<p><b>Social connectedness</b></p> <p><b>Improve social inclusion</b></p> <p>How does social inclusion impact the health and well-being of older Ohioans? Research suggests civic and social engagement are positively associated with improved levels of overall well-being, including better mental and physical health.</p>	<p><b>Social connectedness</b></p> <p><b>Increase volunteerism</b></p> <p>How does volunteerism impact the health and well-being of older Ohioans? Volunteering can improve the physical and mental health of older adults who share their knowledge and skills with others.</p>
<p><b>Population health</b></p> <p><b>Cognitive health: Reduce cognitive difficulty</b></p> <p>How does cognitive difficulty impact the health and well-being of older Ohioans? Preventing and managing cognitive difficulty or decline can improve a person's ability to live independently, decrease caregiver burden, and enhance quality of life.</p>	<p><b>Population health</b></p> <p><b>Cardiovascular health: Reduce hypertension</b></p> <p>How does hypertension impact the health and well-being of older Ohioans? Maintaining good heart health is an important part of healthy aging for older adults.</p>	<p><b>Population health</b></p> <p><b>Mental health: Reduce depression</b></p> <p>How does depression impact the health and well-being of older Ohioans? Inducing depression among older adults can improve management of chronic pain, lower the risk of other chronic diseases and prevent premature death.</p>	<p><b>Preserving independence</b></p> <p><b>Improve chronic pain management</b></p> <p>How does chronic pain management impact the health and well-being of older Ohioans? Effective chronic pain management can provide relief for many conditions faced by older adults such as arthritis, back pain or cancer.</p>	<p><b>Preserving independence</b></p> <p><b>Improve falls prevention</b></p> <p>How does falls prevention impact the health and well-being of older Ohioans? Maintaining functional mobility is an important part of independent living and healthy aging.</p>
<p><b>Considerations for advancing elder justice and equity</b></p> <p><b>Priority populations</b> The following groups of older Ohioans were identified as being most at risk for cognitive difficulty:</p> <ul style="list-style-type: none"> <li>Black or African American</li> <li>Hispanic or Latino</li> <li>Female</li> <li>Low income</li> <li>Low education</li> <li>Low health literacy</li> <li>Low digital literacy</li> <li>Low social support</li> <li>Low functional mobility</li> <li>Low cognitive health</li> </ul> <p><b>Strategy implementation considerations</b> Consider the following when implementing strategies to meet the needs of priority populations:</p> <ul style="list-style-type: none"> <li>Priority populations are more likely to have experienced adversity early in life, including chronic stress resulting from poverty, exposure to violence, trauma, racism and other forms of discrimination, resulting in an increased risk for severe cognitive decline.</li> <li>Policies and programs implemented to improve cognitive health should be culturally sensitive and culturally and linguistically adapted.</li> <li>Increasing access to and tailoring education on cognitive health to priority populations is necessary to ensure awareness and engagement in disease prevention and management programs and to combat stigma in accessing services.</li> </ul> <p>To advance elder justice and equity, ageism and other forms of systemic discrimination must be dismantled. Strategies and resources allocated to reduce depression must be targeted, tailored and culturally and linguistically adapted to meet the needs of priority populations.</p>	<p><b>Considerations for advancing elder justice and equity</b></p> <p><b>Priority populations</b> The following groups of older Ohioans were identified as being most at risk for hypertension:</p> <ul style="list-style-type: none"> <li>Black or African American</li> <li>Hispanic or Latino</li> <li>Female</li> <li>Low income</li> <li>Low education</li> <li>Low health literacy</li> <li>Low digital literacy</li> <li>Low social support</li> <li>Low functional mobility</li> <li>Low cognitive health</li> </ul> <p><b>Strategy implementation considerations</b> Consider the following when implementing strategies to meet the needs of priority populations:</p> <ul style="list-style-type: none"> <li>Priority populations may have constraints that impact their ability to prevent or manage high blood pressure, such as living in a food desert or having poor access to transportation, health care and safe places to exercise.</li> <li>Older Ohioans most at risk for hypertension are less likely to have had the supports or the knowledge and skills needed to develop healthy behaviors earlier in life that could prevent the development of hypertension.</li> <li>Educational programming, services and supports to improve health behaviors that prevent and manage hypertension among priority populations should be community specific and culturally and linguistically adapted.</li> </ul> <p>To advance elder justice and equity, ageism and other forms of systemic discrimination must be dismantled. Strategies and resources allocated to reduce hypertension must be targeted, tailored and culturally and linguistically adapted to meet the needs of priority populations.</p>	<p><b>Considerations for advancing elder justice and equity</b></p> <p><b>Priority populations</b> The following groups of older Ohioans were identified as being most at risk for depression:</p> <ul style="list-style-type: none"> <li>Black or African American</li> <li>Hispanic or Latino</li> <li>Female</li> <li>Low income</li> <li>Low education</li> <li>Low health literacy</li> <li>Low digital literacy</li> <li>Low social support</li> <li>Low functional mobility</li> <li>Low cognitive health</li> </ul> <p><b>Strategy implementation considerations</b> Consider the following when implementing strategies to meet the needs of priority populations:</p> <ul style="list-style-type: none"> <li>Preventative and early detection behavioral health screenings and services should be prioritized for priority populations. For example, healthcare providers can universally administer depression screenings to priority populations.</li> <li>Social, cultural and language barriers, including stigma for seeking treatment, may prevent priority populations from accessing behavioral health services.</li> </ul> <p>To advance elder justice and equity, ageism and other forms of systemic discrimination must be dismantled. Strategies and resources allocated to reduce depression must be targeted, tailored and culturally and linguistically adapted to meet the needs of priority populations.</p>	<p><b>Considerations for advancing elder justice and equity</b></p> <p><b>Priority populations</b> The following groups of older Ohioans were identified as being most at risk for experiencing chronic pain:</p> <ul style="list-style-type: none"> <li>Black or African American</li> <li>Hispanic or Latino</li> <li>Female</li> <li>Low income</li> <li>Low education</li> <li>Low health literacy</li> <li>Low digital literacy</li> <li>Low social support</li> <li>Low functional mobility</li> <li>Low cognitive health</li> </ul> <p><b>Strategy implementation considerations</b> Consider the following when implementing strategies to meet the needs of priority populations:</p> <ul style="list-style-type: none"> <li>Telehealth programs can increase accessibility for chronic pain management, but internet connectivity and technology may be a barrier for some priority populations.</li> <li>Consideration should be given to offering chronic pain management programs in locations that are close, convenient and considered safe by the community, such as local parks, libraries, senior centers, places of worship and schools. This can remove transportation barriers faced by many priority populations and increase engagement by reducing fear of stigma or discrimination.</li> <li>Pain management programs can be offered free of charge or on a sliding fee scale to minimize cost as a barrier to participation for priority populations.</li> <li>Accommodations or modifications may need to be made to ensure that older adults with disabilities or with symptoms that limit their activities can participate in and access programs or services.</li> </ul> <p>To advance elder justice and equity, ageism and other forms of systemic discrimination must be dismantled. Strategies and resources allocated to improve chronic pain management must be targeted, tailored and culturally and linguistically adapted to meet the needs of priority populations.</p>	<p><b>Considerations for advancing elder justice and equity</b></p> <p><b>Priority populations</b> The following groups of older Ohioans were identified as being most at risk for falls:</p> <ul style="list-style-type: none"> <li>Black or African American</li> <li>Hispanic or Latino</li> <li>Female</li> <li>Low income</li> <li>Low education</li> <li>Low health literacy</li> <li>Low digital literacy</li> <li>Low social support</li> <li>Low functional mobility</li> <li>Low cognitive health</li> </ul> <p><b>Strategy implementation considerations</b> Consider the following when implementing strategies to meet the needs of priority populations:</p> <ul style="list-style-type: none"> <li>Positive environmental factors such as neighborhood safety, walkability and transit accessibility are important for increased mobility and falls prevention among priority populations.</li> <li>Programs can be offered free of charge or on a sliding fee scale to minimize cost as a barrier to participation for priority populations.</li> <li>Accommodations or modifications may need to be made to ensure that older adults with disabilities or with symptoms that limit their activities can participate in and access programs or services.</li> </ul> <p>To advance elder justice and equity, ageism and other forms of systemic discrimination must be dismantled. Strategies and resources allocated to improve falls prevention must be targeted, tailored and culturally and linguistically adapted to meet the needs of priority populations.</p>

# *Acting on the SAPA*

- Increase public education and awareness
- Target and tailor strategies to communities most at risk
- Provide support and prevention training for providers and caregivers
- Ensure compliance with Ohio's mandated reporting requirements
- Increase funding and resources
- Strengthen data collection and reporting





# *Become an Ally*

- Deliberate, intentional
- Learning, open
- Challenge thinking
- Practice, teach
- Act to make change



# *Mindfulness*

- Challenge your self-awareness
- Challenge others to be mindful
- Break the silence

# *Crisis Framing*

- How big is the problem?
- How dire will the situation be if we do not act?



Do the best you can until  
you know better.

Then when you know better,  
do better.

-Maya Angelou



Ohio

Department of  
Aging

*Fostering sound public policy, research, and initiatives  
that benefit older Ohioans.*

[www.aging.ohio.gov](http://www.aging.ohio.gov)

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# Questions



# Panelist

## **Heidi Turner-Stone**

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Ohio Department of Job and Family Services

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Ohio Adult Protective Services Online Referral

[aps.jfs.ohio.gov](http://aps.jfs.ohio.gov)



# Ohio

## Department of Job and Family Services

Mike DeWine, Governor  
Jon Husted, Lt. Governor  
Matt Damschroder, Director

Office of  
Families and Children

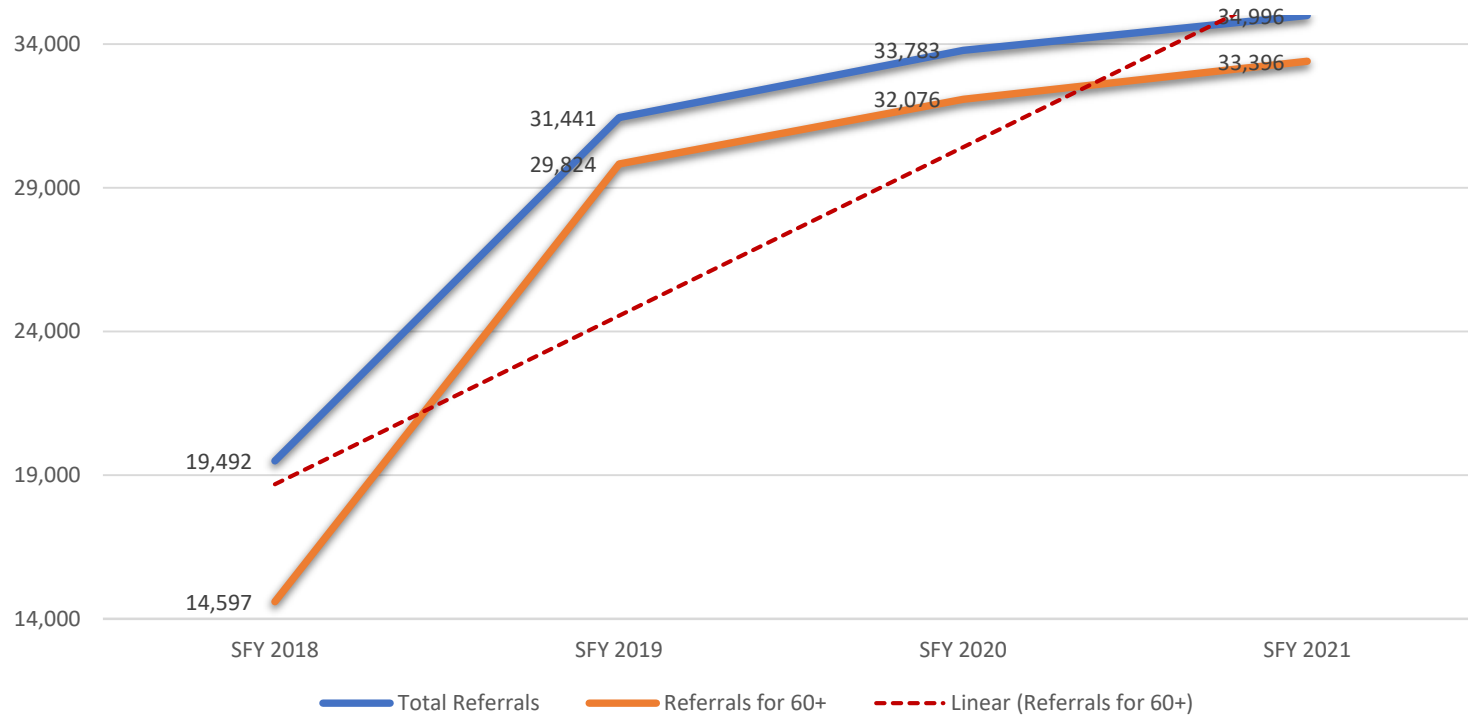
Office of  
Families and Children

# Reframing Elder Abuse “Talk” in Ohio

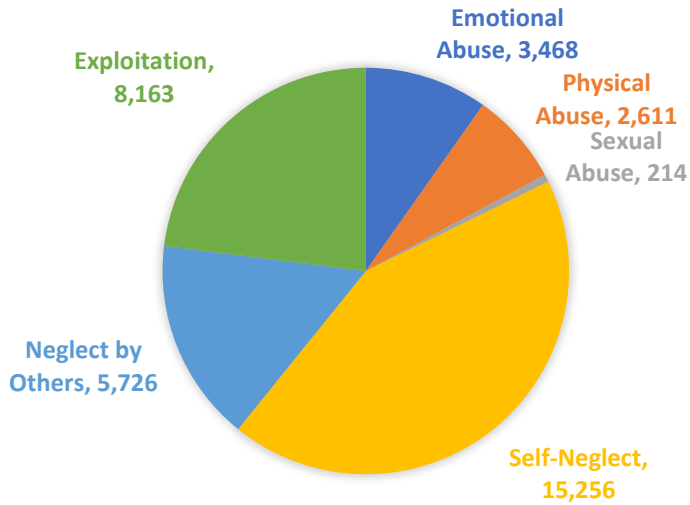
Heidi Turner-Stone, APS Section Chief  
Office of Families and Children – Bureau of Protective Services



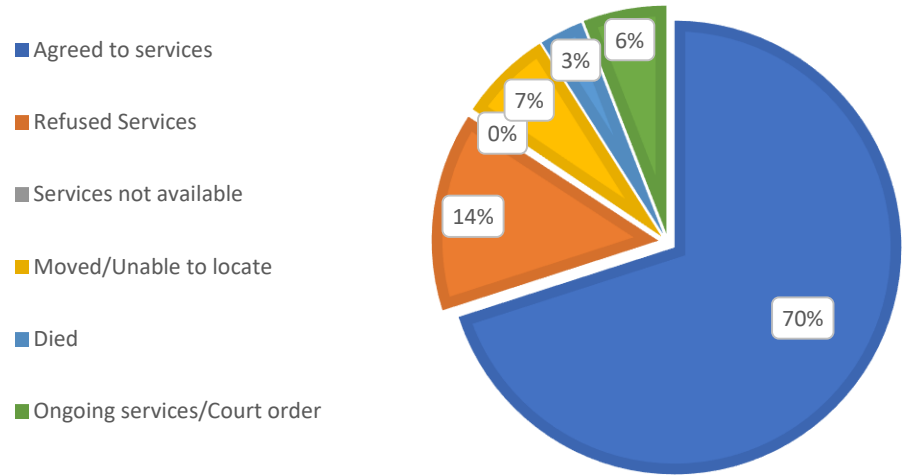
## APS Referrals SFY 2018 - SFY 2021



## TYPES OF ALLEGATIONS SFY 2021



## INDIVIDUALS DETERMINED TO BE IN NEED OF APS INTERVENTION SFY 2021





"Adult" means any person sixty years of age or older within this state who is handicapped by the infirmities of aging or who has a physical or mental impairment which prevents the person from providing for the person's own care or protection, and who resides in an independent living arrangement. (ORC, Section 5101.60)







## Office of Families and Children Adult Protective Services Section

- Policy and practice guidance
- Technical assistance
- Operational planning
- I-Team Support
- ODAPS
- Training

## Policy Development and Operational Planning

- Development of policy and plans to implement federal and state mandates
- Take local capacity and culture into consideration
- Collect information from local level regarding needs and availability of services
- Ensure that language used includes inclusive terms and phrases





# Technical Assistance



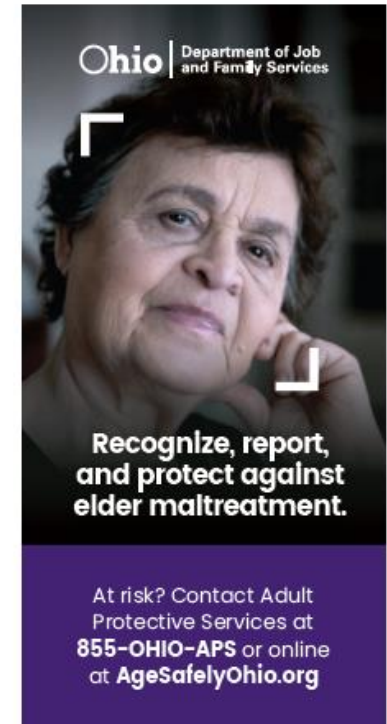
**TEAMWORK:**  
Interdisciplinary collaboration

## Public Awareness

- Reframe how things are stated – avoid negativity
- Use various forms of “media”
- Long-term
- AgeSafelyOhio.org



Flyer 11'x17'



Promotional Magnet 2.75' x 5'

## Developing a Public Awareness Campaign

**Use person-first language to avoid stigmatization and labels concerning older adults. For example, people with disabilities or person experiencing abuse instead of victim or disabled person.**

**If you are using elder abuse statistics in your materials, make sure you are reframing it. Do not rely on facts and statistics alone to get your message across.**

**Instead of answering the "who" questions in your public awareness materials: "Who are the victims of elder abuse?", "Who perpetrates abuse?", Answer the "why" and "how" questions: "Why does elder abuse matter?", "How can we prevent and address elder abuse?"**

## Training

- Provision of training at conferences and regional meetings
- Sharing information through email
- Support of training opportunities offered through advocacy and professional organizations
- Statewide APS training program





**OHSTS** began providing in-service training in 1989 to Ohio's adult protective services workforce and their partners.

- A comprehensive, competency-based in-service training system
- Four Regional Training Centers coordinate training events
- Learning opportunities include both in-person training and eLearning options
- Promotes culturally competent practice
- Plans deliberate strategies to transfer learning from the classroom to the workplace

# Ohio Database for Adult Protective Services

**Ohio** | Department of  
Job and Family Services

- Developed in 2017 as the first statewide APS case management system for the state of Ohio.
- Provides case information to ODJFS and data to NAMRS
- Being upgraded



# CONTACT US



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- Heidi Turner-Stone, Section Chief, APS, at [Heidi.Turner@jfs.ohio.gov](mailto:Heidi.Turner@jfs.ohio.gov)

# Questions





# Wrap-up

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**Ohio**

**Department  
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Division of Securities

Sheryl Maxfield, Director

Mike DeWine, Governor  
Jon Husted, Lt. Governor

# Thank you to our Presenters and Supporters



**DAVE YOST**

OHIO ATTORNEY GENERAL

**NCEA**  
National Center on Elder Abuse



**Ohio**

**Department  
of Commerce**

Division of Securities

Mike DeWine, Governor  
Jon Husted, Lt. Governor

Sheryl Maxfield, Director

**Ohio**

**Department of  
Aging**



*Advocacy. Action. Answers on Aging.*



**APS TAR C**  
Adult Protective Services Technical Assistance Resource Center



**OHIO ASSOCIATION  
OF SENIOR CENTERS**

**Ohio**

Department of  
Job and Family Services

# www.ohioattorneygeneral.gov/Individuals-and-Families/Seniors/Elder-Abuse-Commission/Elder-Abuse-Awareness-Day

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*How May We Help You?*



**DAVE YOST**  
OHIO ATTORNEY GENERAL



[Individuals and Families](#) > [Older Adults](#) > [Elder Abuse Commission](#) > Elder Abuse Awareness Day

## Elder Abuse Commission's 2022 Elder Abuse Awareness Day Event



### A Strong and Just Ohio: Reframing the Elder Abuse Discussion

Featured speakers: Julie Schoen and Alycia Cisneros, National Center on Elder Abuse (NCEA)

This is a free virtual event but registration is required.

Date: Wednesday, June 22, 2022

Time: 1:00 p.m. – 4:30 p.m.

Login early to make sure you have access.

Program begins promptly at 1:00 pm.

3 hours of Professional credits are pending.

Join the Ohio Attorney General's Elder Abuse Commission members and several of Ohio experts for a special forum to empower and protect older Ohioans.

**Thank you for Attending Today's  
Webinar!**

thank you!