



Human Resources
Administration
Department of
Social Services

TESTIMONY

"Oversight: Identifying and Preventing Elder Abuse"

New York City Council Aging Committee

February 24th, 2014

Good morning Chairperson Chin and members of the Aging Committee. I am Lin Saberski, Deputy Commissioner for Adult Protective Services (APS), part of Emergency and Intervention Services within the Human Resources Administration (HRA). I am very pleased to be here today, with The Department for the Aging (DFTA), to discuss this very important topic and highlight APS's efforts in combating elder abuse.

Introduction to Adult Protective Services

HRA's APS program is mandated by New York State to provide protective services to adults 18 and older who are physically or mentally impaired and at risk in the community with no one willing and able to responsibly assist them. Today, APS provides assessment services to approximately 3,500 clients monthly, and undercare services to over 5,000 clients a month citywide. This makes New York City's APS the largest municipal program in the nation. HRA has seven APS field offices (two each in Brooklyn and Manhattan), and three APS vendors who provide services in Brooklyn, the Bronx, Manhattan and Queens. In addition to being the largest APS district, we are also growing. Overall, referrals have increased 34 percent from 2008 to 2013 and yearly assessments completed increased by 25 percent. Of particular interest to this Committee, our population of clients 60 and older stands at 62 percent.

APS offers a wide range of case management services which include assistance in obtaining and recertifying Social Security Supplemental Security Income or Social Security Disability, financial management of social security benefits, heavy duty cleaning, petitioning for Guardians ad Litem in Housing Court, and Community Guardians in Supreme Court, as well as assistance in obtaining governmental benefits such as Rent and Utility Grants, Cash Assistance and Supplemental Nutrition Assistance Program (SNAP) benefits. It is important to note that APS is the only State-mandated reporter of abuse occurring in the community, mandated to report to the NYPD, with a discretionary report to the District Attorney. I would also like to note an element of APS work that is sometimes overlooked. Although the work of APS is similar to that of the Administration for Children's Services in its protective aspect, our clients are unlike children in that legally they are assumed to have capacity and a right to self-determination, which adds a unique challenge to our work.

To address the increased caseload, APS has focused on increasing operational efficiencies and broader community collaboration. In terms of operational efficiencies, we've initiated a comprehensive automated accounting system called Financial Focus which assists in managing APS's 2,100 active

Representative Payee Clients. Development of a new automated case management system which will provide far more support to field staff is nearing completion and implementation is expected in 2014.

Over the years we have also recognized the value of community collaborations through our APS Advisory Council, borough meetings with the New York City Housing Authority social work staff and an ongoing partnership with DFTA. APS provided extensive data for the Prevalence Study noted in DFTA's testimony, and we frequently collaborate on cases, share referrals and update procedures – such as initiating Meals on Wheels for APS clients – as needed. APS is also an original member of the New York City Elder Abuse Network initiated by DFTA, and a Steering Committee member of the New York City Elder Abuse Center (NYCEAC), founded by the Weill Cornell Medical Center. As members of the NYCEAC Steering Committee, APS and DFTA are on the forefront of combating elder abuse through Multi-Disciplinary Teams (MDTs), an important step forward in addressing the needs of vulnerable disabled and elderly individuals in the community. Most recently, in January of this year DFTA arranged a meeting with the NYPD to discuss how the NYPD, DFTA and APS can best serve elders in the community. APS is also a member of a "SAFE" team established by the Manhattan District Attorney's office to strengthen collaboration between service providers and financial institutions in addressing financial exploitation.

Elder Abuse Challenges

As referrals have climbed, referrals with one or more allegations of abuse have also increased. For 2013, 35 percent of APS referrals included one or more allegations of abuse, neglect or financial exploitation, an increase of almost 10 percent over the last five years. These cases are increasingly complex, often alleging multiple forms of abuse, and present difficult challenges for APS caseworkers. The clients, due to their mental impairments, are often not reliable reporters. And, despite being in danger, they are rarely willing to relocate, even temporarily. In most cases, a family member is the alleged abuser, and clients deny abuse, either for fear of reprisal or to protect the abuser from arrest and possible prosecution. Abusers sometimes deny entry to the home, requiring court and police intervention to execute an Order to Gain Access. In other situations, feuding family members exchange accusations of abuse, and APS must investigate various potential avenues to determine what is actually occurring. Where financial exploitation is alleged, access to bank and other financial records can frequently prove problematic, despite recent advances by New York State and the federal government.

Elder Abuse Interventions

Our list of challenges above is not meant to say that there are no tools to investigate abuse and to address it when allegations are confirmed. All of our staff are trained to recognize and respond to abuse, and several of our HRA field offices have also identified at least one staff member who specializes in abuse work and are given the most challenging abuse cases. These specialized staff members receive ongoing training in abuse issues and are also our representatives at the Multi-Disciplinary Team (MDT) meetings. NYCEAC MDTs are currently operating in Manhattan and Brooklyn – with more planned. The expertise of physicians, forensic accountants and DAs in the early phases of case assessment provide much needed support in determining how to focus an investigation and, where appropriate, field support as well. The relationships established through these MDTs prevent an overlap of services and ensure that all avenues of investigation are fully considered and explored. Although the Bronx, Queens and Staten Island do not yet have formal NYCEAC MDTs, all have regularly scheduled community roundtables where abuse cases are discussed and jointly addressed.

There are also more specific services to address abuse. To investigate financial exploitation, we can seek an accounting from a client's Power of Attorney pursuant to New York State law, and can compel disclosure in court if the documents are not timely provided. APS also seeks financial records from financial institutions and thanks to guidance provided by five federal agencies last fall, banks have now been advised that they can provide such records without breaching confidentiality. Where financial exploitation is occurring, APS can become the Representative Payee for the client's social security benefits, keeping the funds out of the hands of the exploiter. As noted above, we can enlist the aid of the NYPD and the DA's office in both investigation and prosecution. In cases where the client is at risk and lacks the capacity to appreciate the seriousness of the risk, APS can petition for a Community Guardian in Supreme Court. In abuse cases, Guardianship is used, for example, to bring an action to evict an abuser or to manage and protect private funds. APS can also seek the assistance of our community partners in helping clients obtain Orders of Protection in Family Court, provided the client is willing to enforce the order.

Looking forward, APS will continue to recognize the unique needs of abuse victims in the work we do by providing specialized training to staff and increase our collaborative efforts with community partners. In 2013 APS had the opportunity to coordinate with elder advocates such as Lifespan of Rochester and the Council of Senior Centers and Services of NYC, the New York Banker's Association, and the Manhattan

District Attorney's Office in developing legislation to assist APS in investigating financial elder abuse. An important provision in the proposed legislation will provide banking institutions with clear authority to share financial information when requested by APS during an investigation. Existing New York State Social Services and Banking Law are ambiguous as to what financial information can be provided when requested by APS. Current law can be read narrowly, minimizing the financial information received to a single monthly balance statement which does little when investigating financial elder abuse. APS will continue to work with Deputy Mayor Lilliam Barrios-Paoli and our partners to see this important legislation pass this session. APS is committed to meeting the challenges of elder abuse in every way possible and we feel that the current public and private partnerships, and the work we are doing within APS, provide the framework needed for this very difficult and important work.

**TESTIMONY OF EXECUTIVE ASSISTANT DISTRICT ATTORNEY DAVID
SZUCHMAN, CHIEF OF THE INVESTIGATIONS DIVISION
OF THE NEW YORK COUNTY DISTRICT ATTORNEY'S OFFICE
BEFORE THE NEW YORK CITY COUNCIL COMMITTEE ON AGING**

"Oversight: Identifying and Preventing Elder Abuse"

February 24, 2014

Good morning Chairwoman Chin and members of the Committee on Aging. I am Executive Assistant District Attorney David Szuchman and I am presenting testimony on behalf of New York County District Attorney Cyrus R. Vance, Jr. Thank you, on behalf of District Attorney Vance, for holding today's hearing and affording me the opportunity to testify about identifying and preventing elder abuse.

Every year, an estimated 4 million older Americans become victims of elder abuse.ⁱ According to a recent survey, there were around 260,000 older adults who had been victims of at least one form of elder abuse in New York State between 2008 and 2009.ⁱⁱ

Since 1900, the percentage of Americans 65 years and older has more than tripled (from 4.1% in 1900 to 13.1% in 2010), and the number has increased almost 13 times (from 3.1 million to 40.4 million).ⁱⁱⁱ New York State has the third largest number of elderly citizens in the nation.^{iv} Here in New York City, senior citizens account for 13.5% of the population.^v And as the senior population is poised to grow even further over the next decade,^{vi} it is almost certain that there will be a steady rise in the number of elder abuse cases in New York.

The Elder Abuse Unit of the New York County District Attorney's Office investigated and prosecuted more than 800 cases involving victims who are 60 years of age or older each year. In fact, there were 896 arrests and 817 arraignments connected with crimes against older adults. And while this figure is disturbing, it only hints at the pervasiveness of the problem and what is to come in the decades ahead. Fifteen years ago, domestic violence was often referred to as the "secret crime;" it has been uncovered and exposed as a nationwide epidemic, thanks in large part to the media. Today, it is elder abuse -- especially the financial exploitation of senior citizens -- which is widely unrecognized and underreported, hindering prosecution.

The MetLife Mature Market Institute estimated that nationwide in 2010, elder financial exploitation cost older Americans at least \$2.9 billion, a 12% increase from \$2.6 billion estimated in 2008.^{vii} These numbers are not surprising to those of us in law enforcement who are responsible for handling reports of larceny, forgery, cons, scams, and other schemes to defraud senior victims. The current state of the economy only serves to exacerbate this growing trend. This is one of the reasons why District Attorney Vance has restructured the Elder Abuse Unit so that it covers both the Office's Trial Division, where domestic violence cases are handled, and our Investigation Division, where financial crimes are prosecuted.

Earlier this month, District Attorney Vance, Chief of the Elder Abuse Unit Elizabeth Loewy, and Counsel to the Investigation Division Michael Sachs presented at an event co-hosted by the District Attorney and SIMFA (Securities Industry and Financial Markets Association) entitled "Industry Safeguards for the Older Investor." A robust lineup of private sector leaders, prosecutors, and a professor of medicine walked the audience through the science of the aging brain; the regulatory landscape as it pertains to protecting senior investors; and the identification and recourse of financial crimes against older investors. With an audience of financial professionals, elder service providers, and seasoned prosecutors, this conference shows just how important financial exploitation of the elderly has become across professions. The repercussions of elder financial exploitation are every bit as devastating as crimes involving physical abuse, and

sometimes even more so. In addition to the loss of funds, victims suffer from emotional trauma and depression, as well as compromised access to food, medication, and even housing -- leading to a diminished quality of life and increased mortality. Given the rapid "greying" of the city and our nation, it is more important than ever to continue our efforts to dialogue with financial service providers and aging professionals to improve and enhance our response to elderly victims of financial crime.

Make no mistake: elder abuse is by no means confined to financial exploitation. But the largest growing area of elder abuse involves the financial exploitation of seniors, including scams in which older victims are defrauded by relatives, caregivers, fiduciaries or strangers. And the offenses often involve different forms of abuse occurring contemporaneously. The elderly father who is robbed by his drug addict son also suffers from a black eye and bruises. The older woman who is sexually abused as she takes her early morning walk has her jewelry stolen after she is assaulted. At the same time, elder abuse cases involving vulnerable senior victims are among the most difficult to prosecute. A number of older victims pass away soon after the case is reported. As in domestic violence cases, victims are terrified and often economically reliant on their abusers. Emotional ties persist, as well. Financial abuse cases involving parents and grandparents entail the same obstacles and more: victims confide their belief that since they raised the abuser, they must somehow be responsible for the "problem." Other victims are not simply reluctant to testify -- they lack the ability to participate in the prosecution of their abuser due to physical or mental infirmities.

Take, for example, the case of a 95-year-old resident of a nursing home who escaped Nazi-controlled Austria in the 1930's and, decades later, entrusted her finances to a professional. Barry Palczewski was a fiduciary accountant who oversaw the victim's bank accounts and had access to her personal checks. From 2008 through 2010, after the victim developed Alzheimer's disease, Palczewski stole more than 100 checks from the victim's personal checking account by forging them in the name of the victim's attorney and making them payable to himself. The proceeds of the theft were used to pay his rent, fund his consulting business, pay for hot tub repairs, and were deposited into his personal

checking account. In total, Palczewski stole approximately \$1.2 million. He pled guilty to one count of Grand Larceny in the First Degree and was sentenced to 2 to 6 years in state prison. The victim passed away in May 2012 at the age of 97.

Elder Abuse Unit prosecutors work closely with agencies like Adult Protective Services and the Department for the Aging, as experience has made it clear that the more support an older victim has from law enforcement, local social service providers, health care professionals and banks working as a team, the more likely it is that the prosecution will be a success. Toward that end, we have conducted educational forums at the grass roots level, including visits to hospitals, senior centers, and colleges. Virtually every Meals-on-Wheels worker in the City has been trained on the issue — a project we undertook jointly with the Weinberg Center at Hebrew Home.

In 2011, my Office initiated the city's first Elder Fatality Review Team. Unit Chief Elizabeth Loewy, Lin Saberski, who oversees New York City's Adult Protective Services, and Jonathan Hayes, Senior Medical Examiner from the Office of the Chief Medical Examiner, jointly chair this multidisciplinary effort. The team is also comprised of representatives from the New York State Attorney General's Office, the Department for the Aging, the Department of Health, local medical centers, the Weinberg Center at the Hebrew Home, and other agencies. The group meets bi-monthly to evaluate elder deaths in which abuse or neglect may have played a role, and to evaluate whether the senior decedent's network of services was sufficient. It is disturbing and surprising to note that although NYC teams formed years ago for the purpose of reviewing fatalities related to Domestic Violence and Child Abuse, it was not until three years ago, that a fatality review team was formed by the city to evaluate elder deaths in which abuse or neglect may have been an issue. The Elder Fatality Review Team fills that significant void. After all, seniors comprise the fastest growing segment of our population.^{viii} The creation of this team is important not only because we care about them, but because we also care about how and why they die.

To better empower law enforcement to do more on these cases, I would like to discuss some legislative agenda items that might be of particular interest to this committee.

First, consider the challenges of memorializing the statements of an elderly victim. Many older victims suffer from age-related, degenerative mental conditions involving cognitive impairment, such as Alzheimer's disease or other forms of dementia. The victim's advanced age is likely to have been the very reason why he was targeted in the first place. In some cases, the older victim may be the only witness in the case. Sadly, many elderly victims, who appear to be healthy at the outset of the investigation or the time of arrest, pass away before the case goes to trial. The elder's death, although attributable to advanced age, may be sudden and come about with little warning.

Prosecutors in New York are hamstrung by the void in Article 660 of the Criminal Procedure Law, because witnesses of advanced age are not eligible to be examined conditionally unless they suffer from demonstrable physical illness or incapacity at the time the application is made. In a case prosecuted a few years ago, an elderly man in his 90s, said to be in good health for his age, was the victim of a theft by his long-time home aide. He passed away after the aide's arrest but before the case was presented to the Grand Jury. The case was prosecuted, but would have been unprovable if the aide had not confessed.^{ix} In another recent case, a defendant stole \$46k from a woman in her 80s, who was not physically ill. After the case was indicted, the victim passed away unexpectedly. The case was resolved in a misdemeanor plea.^x These were cases in which the People did not move to preserve the victim's testimony under CPL§ 660.20, as the statute does not authorize an application for a conditional examination based solely on the victim's advanced age, if he or she is in otherwise good health.

In order to serve the interest of justice, prosecutors and defense attorneys should be able to seek to preserve the testimony of witnesses who are of advanced age.

Offenders should not be able to “game the system” by delaying the trial in the hope that an older witness will succumb to conditions associated with advanced age or pass away before trial. A conditional examination of victims and witnesses over the age of 75 would preserve the testimony of witnesses of advanced age in the unfortunate event that advanced age or an associated degenerative condition renders them unavailable or incapable of testifying at trial because of their death, even if they appeared to be healthy at the time of the defendant’s arraignment.

Second, there is a glaring lack of recognition in New York’s Penal Laws regarding the mental capacity of the victim in larceny cases. New York Law was recently amended to target physical assaults committed against elderly victims. In contrast with most other states in the country, however, New York has not addressed the financial exploitation of impaired adults. The sad fact is that older adults who suffer from age-related cognitive disorders may be unable to understand basic arithmetic, let alone their finances. They may not remember signing checks, wills or deeds, or giving permission or authority to transfer ownership of their bank accounts or real estate. Some can barely communicate.

For those reasons, an elderly victim’s mental infirmity can complicate a larceny prosecution. The Penal Law requires proof that the defendant wrongfully took, obtained or withheld property from an owner -- in other words, that the property was taken without consent. A mentally disabled victim, however, cannot give meaningful consent; more saliently, such a victim cannot testify (nor, for that matter, execute a sworn certification) that her property was taken without consent. To prove this element, the prosecution often relies on evidence that at the time of the taking, the victim lacked the mental capacity to consent.

A solution would be to add new language to the larceny statutes providing that it is no defense to a prosecution for larceny that the defendant obtained consent to take, withhold, or obtain property, where such consent was obtained from a person who the defendant knew or had reason to know was mentally disabled.

Finally, we support the passage of legislation that authorizes banks to refuse the transfer of money when there is reason to believe that a vulnerable adult is being financially exploited and directs that such cases be referred to Adult Protective Services or the appropriate social services official (S5707, A7892 Adams, Millman).

Twenty-six states currently have some form of legislation requiring that financial institutions or financial services professionals report cases of potential elder exploitation. Whether a case involves millions of dollars or a small retirement account that strips a vulnerable adult of their retirement savings, every case must be subject to rigorous scrutiny and, where appropriate, criminal prosecution. Financial institutions are the first line of defense and often see cases involving suspicious activity long before APS or law enforcement receive information regarding the potential criminal activity. Social service agencies need to be involved so that the basic needs and dignity of all vulnerable adults are protected. This proposed legislation would, in essence, permit banking organizations to refuse to disperse moneys in cases where they have reason to believe the transaction is fraudulent and mandate that financial institutions refer to Adult Protective Services all cases in which they deny a transaction because an impaired customer appears to be the subject of financial exploitation.

While these are far from the only proposals that would help prosecutors appropriately investigate and charge crimes against the elderly, they are three concrete proposals that the New York State legislature could readily enact that would have an immediate impact. If this committee is interested in discussing these or other initiatives further, my office is happy to have those discussions after these hearings.

I thank you, Chairwoman Chin and the entire Committee, for affording me the opportunity to testify here today. The Committee's interest in this issue is a most encouraging sign for those of us who are committed to helping victims of elder abuse.

ⁱ American Psychological Association, Elder Abuse and Neglect: In Search of Solutions, www.apa.org/pi/aging/resources/guides/elder-abuse.aspx.

ⁱⁱ Lifespan of Greater Rochester et al., Under the Radar: New York State Elder Abuse Prevalence Study 2 (2011), *available at* www.lifespan-roch.org/documents/UndertheRadar051211.pdf.

ⁱⁱⁱ U.S. Department of Health & Human Services, Admin. on Aging, A Profile of Older Americans 2011 2 (2011), *available at* www.aoa.gov/Aging_Statistics/Profile/2011/docs/2011profile.pdf.

^{iv} *Id.* at 9.

^v *Id.*

^{vi} *Id.* at 3.

^{vii} MetLife Mature Market Institute, The MetLife Study if Elder Financial Abuse 2 (2011), *available at* <https://www.metlife.com/assets/cao/mmi/publications/studies/2011/mmi-elder-financial-abuse.pdf>.

^{viii} The population of 65 and over has increased from 35 million in 2000 to 40 million in 2010 (a 15% increase) and is projected to increase to 55 million in 2020 (a 36% increase for that decade). U.S. Department of Health & Human Services, Admin. on Aging, A Profile of Older Americans 2011 1 (2011), *available at* www.aoa.gov/Aging_Statistics/Profile/2011/docs/2011profile.pdf.

^{ix} *People v. Koroma*, New York County.

^x *People v. Robeck*, New York County.

**PUBLIC HEARING:
OVERSIGHT: IDENTIFYING AND PREVENTING ELDER ABUSE**

February 24, 2014

**City Councilmember Margaret Chin
Chair, Committee on Aging**

Good morning. Thank you Councilmember Chin for holding this important hearing.

My name is Risa Breckman. I am honored to be here speaking with you today. I am the Director of the NYC Elder Abuse Center (www.nyceac.com). NYCEAC, launched in 2009, is a highly collaborative initiative with 27 government and nonprofit partners.¹ Housed within Weill Cornell Medical College's Division of Geriatrics and Palliative Medicine, NYCEAC aims to prevent abuse and improve the way professionals, organizations and systems respond to it.

I have worked in the elder justice field as a social worker for over 30 years - providing direct services to victims and their family members, developing curriculum and conducting training to professionals on detection and response, public speaking, writing and more recently, blogging, and developing innovative elder abuse prevention and response programs. And now in my late 50s, I add something quite personal to this list: I am here before you as the daughter of an older New Yorker with significant vulnerabilities. I have the daily concern: "Is my mom okay?"

The monumental tasks ahead of us that you have asked for comments on fall into two main categories: detection, or identification, of elder abuse, and prevention. Before I zoom in and give you recommendations about these two specific domains, I am going to pull the camera back and speak for a moment about elder abuse, neglect and exploitation through a wide-angle lens.

Statement of Problem

The words elder abuse, neglect and exploitation are a short-hand umbrella term for what is a deep, wide and complex human rights, criminal justice and public health issue.

It is a problem of great magnitude. Research informs that millions of older persons are abused every year.^{2,3} A 2010 report on the results of a NYS prevalence study documented how much elder abuse is known and how much we do not hear about: approximately 1 in 13 older adults (7.6%) reported being abused during the past year; the most common type was financial exploitation – 1 in 25 people (4.2%); physical abuse was about 1 in 50 people (2.2 %); and 1 in 24 (less than 5%) of all victims are known to service response system.⁴

¹ NYCEAC's Steering Committee members represent the following organizations: Archaeos, Alzheimer's Association, NYC Chapter, Bronx District Attorney's Office, Brookdale Center for Healthy Aging of Hunter College, Carter Burden Center for the Aging, CONNECT, Council of Senior Centers and Services, Fordham University Institute for Women and Girls, Geriatric Mental Health Alliance of NY, Heights and Hills, JASA, Kings County's DA's Office, Mount Sinai Hospital Elder Abuse Program, NY County District Attorney's Office, Neighborhood SHOPP, NYC Department for the Aging, NYC Housing Authority, NYC Human Resources Administration Adult Protective Services, New York Legal Assistance Group, Queens District Attorney's Office, Renaissance Economic Development Corporation, Search & Care, SPOP, UJA – The Federation of NY, United Federation of Teachers, The Harry & Jeanette Weinberg Center for Elder Abuse Prevention, Intervention and Research in Elder Abuse at the Hebrew Home at Riverdale, and Weill Cornell Medical Center's Division of Geriatrics and Palliative Medicine.

² Aciermo R, Hernandez MA, Amstadter AB, Resnick HS, Steve K, Muzzy W, et al. (2010). Prevalence and correlates of emotional, physical, sexual, and financial abuse and potential neglect in the United States: The national elder mistreatment study. *American Journal of Public Health*, 100(2), 292-297.

³ Lifespan of Greater Rochester, Inc., Weill Cornell Medical Center of Cornell University. & New York City Department for the Aging. (2011) *Under the Radar: New York State Elder Abuse Prevalence Study*. New York.

⁴ Ibid.

The nature of abuse is complex. Elder abuse includes physical, psychological and sexual abuse, neglect and financial exploitation – and most often abuse types co-occur. It happens in homes and facilities and cuts across all demographic groups. Some victims have cognitive impairment and capacity problems - 5.4 million people already have dementia and 47% of people with dementia are abused⁵ – and other victims have no cognitive impairment. Some older adults have been victims of domestic violence for years and have now grown old with this enduring reality and others have never been abused but in their later years fall prey to a family predator. Some caregivers, including guardians, hurt older adults in their charge: some of these caregivers are paid and others are unpaid family, friends or neighbors. Abuse, neglect and exploitation can be intentional or unintentional. Intent matters when designing a remedy. This problem is so complex that by its nature it intersects with a multitude of systems – health, mental health, adult protective service, financial, legal, criminal justice, law enforcement, long term care and caregiving, victim assistance to name the larger ones.

The consequences of abuse are serious. Elder abuse causes untold suffering. These older victims live their last years - impoverished, injured, neglected, and in fear - with little effective protection, attention or help from any system. Elder abuse increases the likelihood of morbidity and premature death by 300%, and causes untold suffering for its victims.⁶ It also depletes the resources of already stressed individuals, families and programs such as Medicare and Medicaid, with an annual price tag in the billions of dollars.⁷

There are demographic and fiscal imperatives. We are at the early stage of a largely invisible epidemic that undermines the health and well-being of our aging population, and costs billions. 78 million baby boomers are aging with 10,000 Americans turning 65 daily. Yet, services, research, and funding for elder abuse lag 40 years behind child abuse and 20 years behind domestic violence.

Thus, it is quite challenging to compress into brief testimony an intelligent and nuanced statement about significant domains like detection and prevention applied to the multidimensional problem that is abuse, neglect and exploitation for a city as big and diverse as NYC. So today I am providing my broad stroke recommendations. I would be delighted to meet with you later to discuss these in more depth.

Leadership from City Government

To combat elder abuse in all of its manifestations, we need strong leadership and a roadmap from government. We live in a time of fiscal restraint and a rapidly aging population. Both factors conspire to create untenable caseloads for those responding to elder abuse. To manage this reality, we need a coherent and coordinated citywide prevention and response strategy, clearly prioritized, articulated and implemented. To accomplish this, I propose the following:

- **Establish a NYC Elder Justice Coordinating Council (NYC EJCC).** This is a foundational, concrete and immediately actionable recommendation. To mount an effective approach to elder abuse prevention and intervention in NYC will take the full

⁵ Wiglesworth A, Mosqueda L, Mulnard R, Liao S, Gibbs L, & Fitzgerald W. (2010). Screening for abuse and neglect of people with dementia. *Journal of the American Geriatrics Society*. 58(3), 493-500.

⁶ Lachs MS., Williams CS; O'Brien S, Pillemer, KA, Charlson, ME. (1998) :280(5):428-432.

⁷ MetLife. Mature Market Institute, Virginia Tech, NCPEA. (2011) *The MetLife Study of Elder Financial Abuse*. CT.

and required engagement of government leaders. To this end, NYC should establish an Elder Justice Coordinating Council (NYC Coordinating Council) modeled after the national one overseen by Health and Human Services. The NYC Coordinating Council would be the vehicle for defining, articulating and implementing an elder abuse prevention and response strategy for NYC. This body would be comprised of policymakers from across city government departments and would coordinate activities in NYC related to elder abuse, neglect, and exploitation including collecting data, prioritizing actions, reallocating extant resources and requesting additional resources accordingly. The NYC Coordinating Council would need staffing to be effective and would need to meet with sufficient regularity to accomplish its work. In tandem, and again similar to the initial design of the national model, the city should also establish an Advisory Board comprised of professionals and others knowledgeable about abuse, neglect and exploitation. This Advisory Board would also require staffing and a regular meeting schedule. The Advisory Board would create short and long-term strategic plans for elder justice in NYC and then make recommendations to the Coordinating Council.

Prevention, early detection, and early intervention must form the foundation of any comprehensive strategy aimed at combating elder abuse. The following are actions the NYC City Council could take to improve prevention, detection and response.

Detection

It is so important that you have asked for testimony to focus on identification of elder abuse as the rate of detection as I mentioned is alarmingly low: less than 5 percent of cases are known to professionals who could help. What can we do about this?

- **Develop and utilize screening tools.** Early elder abuse detection through screening is important yet how to best screen for it at the individual or population level still needs to be determined. Through funded research, we could determine the best practices available for screening in different settings, for older adults with dementia and without, and for different cultures and how best to implement these practices. Adding to this challenge is that the US Preventive Services Task Force concluded in 2012 that the current evidence is insufficient to assess the balance of benefits and harms of screening all elderly or vulnerable adults for abuse and neglect, an assessment that will be reviewed every five years. Detection alone is insufficient. Professionals must know how to respond to victims with and without cognitive impairment – and services must be available city-wide. (See Prevention section below for my Direct Services recommendation.)
- **Develop guidelines.** Once detection occurs, we need guidelines for professionals to follow in their settings so they are clear on what response is expected of them.
- **Develop and conduct trainings.** We need to train professionals (e.g., doctors, nurses, social workers) and gatekeepers (e.g., postal workers, doormen, meals-on-wheels providers) across disciplines, settings, systems and fields – including the domestic violence, sexual assault and victim assistance programs. The trainings should provide information on signs of abuse, its prevalence, nature, consequences and interventions/resources. Sadly, in New York State, there is no mandated elder abuse training for professionals as part of their licensing requirements and professional schools

do not routinely teach this. Our city's elder abuse practitioners providing direct services respond to many requests for in-service professional training but we need additional funding to do this as the need is great and this current bench is stretched too thin. Web-based training to impart basic technical knowledge may be a cost-effective way forward. Developing that would be an important step. But there is a need for skills-based training as well, and that must be done in-person. We need more skilled, paid staff to conduct this.

- **Develop a Helpline for Concerned Others (and Victims).** While research shows that family members are often perpetrators of elder abuse, there are other non-abusing family members, as well as concerned friends and neighbors, who know about the abuse. For example, in apartment buildings, they hear abuse through adjacent walls - and if they share a home with the victim, they are living with the abuse. Wherever a victim resides, these concerned others may witness the decline in the victim's health, notice their distress, or become the target of the abuse after stepping in to help. These concerned others can help us increase the number of abuse cases known to official response systems.

Unfortunately, like the victims they help, these concerned others are largely invisible: their deeds often not recognized, their needs unacknowledged. They are not part of a professional response system and thus do not have any training or organizational support behind them when they report and intervene. NYCEAC staff spends hours on the phone with concerned others. Here are just a few examples:

- A deeply concerned out-of-state nephew anxious about reporting his elderly aunt in NYC living with a caregiver deliberately isolating and neglecting her.
- A daughter whose sibling took their elderly father from his comfortable life in NYC across state lines and refuses anyone access.
- A neighbor who reported the case but has guilt feelings because it resulted in the older adult being removed from home.

When these first responders seek help, our service system views them mostly as a source of information, not secondary victims needing assistance in their own right. If not properly helped, we risk leaving the victim unassisted as well. A dedicated Helpline should be available to emotionally support and strategically guide concerned others to organizations where abuse can be reported (such as 311 or to APS); provide a fuller understanding of abuse, neglect, and exploitation and of common victim and helper reactions; and refer to additional services that can help them.

Some elder abuse victims will also call the Helpline directly, and this would amount to a self-report of abuse, neglect and exploitation. We have an infrastructure for services for NYC-residing victims that requires additional resources that I discuss below under Prevention. Victims calling the Helpline could be referred appropriately.

Prevention

At the same time as we strengthen our detection capabilities, we must also begin the task of preventing elder abuse from happening. But we know almost nothing about how to prevent elder abuse. This is because, to date, almost no national, state or local resources have gone into

identifying and implementing potentially successful prevention programs and strategies. Prevention recommendations include:

- **Develop abuser intervention programs and strategies:** We need pilot projects aimed at current and potential abusers to identify and evaluate what interventions prevent different types of abuse.
- **Expand direct services:** Responding to elder abuse effectively requires a deep knowledge of the issues, systems, services surrounding the problem, and well-honed intervention skills. It requires expertise. The handful of NYC city-funded elder abuse programs are underfunded in relation to the need, and each year these programs are threatened with elimination. If we break down NYC's elder abuse funding allocation by the number of victims that we know reside in NYC (based on statistics from the New York State Elder Abuse Prevalence Study), we find that NYC allocates \$9.50 per elder abuse victim. This is not enough funding to appropriately respond to elder abuse cases and prevent recurrence. With increased City funding, the current elder abuse programs could be expanded and strengthened, tailored to our diverse population.
- **Implement an effective awareness campaign.** We need to determine which audiences to target, what messages to convey and which dissemination methods would best reach them. Any prevention awareness campaign needs to be well-coordinated with service providers. Population-wide messages increase referrals and we need to make sure the service capacity is in place.
- **Improve law enforcement training:** Responding appropriately to the abuse, neglect and exploitation of older adults requires specialized training. The training for all new recruits (and others who have not received it) should include topics such as: the laws that impact older victims, basic information about aging (healthy aging, dementia, guardianship, advance directives, ageism) what is known about victim and offenders, risk factors, interviewing techniques, investigative strategies, evidence collection and joint investigation procedures with elder abuse programs and adult protective services, and the service network. Continuing education is also critical and should be available.
- **Improve law enforcement's interagency coordination:** Complex elder abuse cases require the coordination of many systems and disciplines to improve responses, increase victim safety and prevent recurrence. The NYC Elder Abuse Center facilitates multidisciplinary teams (MDTs) in Brooklyn and Manhattan (soon to be city-side) that bring together highly qualified professionals from essential organizations and systems to marshal resources, seek remedies and coordinate effective responses. Recent research focusing on financial abuse indicates that, among other factors, MDTs with active police involvement are a powerful tool for holding abusers accountable by increasing criminal prosecution. In NYC, while other key government and nonprofit organizations work closely on cases through MDTs, NYPD involvement is lacking. NYCEAC asks that NYPD, both an essential organization and system involved in many abuse cases, be an active participant on MDTs. This is immediately actionable.

- **Permissive Reporting:** Financial exploitation is the most common form of abuse experienced by older New Yorkers. Timely intervention once detected is critical to prevent further losses. APS is state-mandated to report elder abuse cases to law enforcement, but is unable to report financial abuse if they cannot document the exploitation. APS has attempted to use the New York Social Service Law §144a & §443a and Section 4 of the Banking Law as justification for why financial institutions can disclose financial documents that are necessary for its investigation of financial exploitation allegations. Federal laws have been made more flexible to advise financial institutions that they can share information with APS and law enforcement. However, a fear of being sued still hinders some banks from reporting cases and disclosing relevant information to APS and law enforcement without subpoenas. NYCEAC asks the NYC Council to protect older adults from financial abuse by passing a resolution to urge the state legislature to enact Senate bill 6221 (Valesky) and Assembly bill 7892A (Millman).
- **Provide information about abuse to older adults living with abusive adult relatives.** Those particularly at risk are older adults living with relatives who have abused and have substance abuse and/or serious, persistent mental illness not being treated. These older adults need an educational campaign targeted to their specific situation. NYCEAC and its partners developed a brochure for these victims that could be utilized citywide.
- **Target social isolation in later life.** Social isolation is a risk factor for abuse. We need policies and programs designed to prevent and ameliorate it. Many factors contribute to this: retirement; death of family and friends; and geographic mobility of significant others to name a few. We must develop new and support existing programs that reduce social isolation and increase social integration. One rich example of this is friendly visiting. The organization DOROT is a model of service for this that could be replicated and expanded.

We have significant work ahead but with your leadership we can prevail and improve the quality of life and safety of all older New Yorkers. I would be delighted to meet with you to discuss these issues and recommendations further or provide you with more information.

Thank you.

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Aging Committee, February 24, 2014

Oversight Hearing – Identifying and Preventing Elder Abuse

Chair Chin and members of the Committee on Aging, on behalf of SAGE- Services and Advocacy for GLBT Elders, I would like to thank you for holding this hearing on Elder Abuse. My name is Catherine Thurston, and I am the Senior Director for Programs at SAGE. We are the country's oldest and largest organizations dedicated to improving the lives of LGBT older adults and have provided comprehensive social service and community-building programs, including the nation's first full-time LGBT Senior Center, located in the Chelsea neighborhood, for more than thirty years.

As a result of the fact that LGBT older adults are far more likely to age in isolation, without traditional family caregiver supports, they often must rely on professional paid caregivers, or in some cases create relationships with the sole purpose of caregiving- relationships which often lead to situations of fiscal exploitation or neglect. Care providers may be unwilling to work with LGBT elders, hostile or untrained. LGBT older adults in nursing homes and assisted living facilities may be particularly at risk for neglect and abuse, despite the fact that this treatment is a violation of federal law. Few Nursing Home and Assisted Living providers have had any training in how to diffuse and counter hostility from other patients. Nursing homes are regulated under the federal Nursing Home Reform Act, which requires all nursing homes receiving federal funds to make available to residents written policies protecting them from abuse and neglect; yet while these rights theoretically provide some protections, many LGBT elders still hide their identities, feel uncomfortable launching complaints or are not well enough to self-advocate. Having lived through times when being LGBT was stigmatized or illegal; many LGBT elders distrust law-enforcement authorities, and are thus unlikely to report instances of abuse or neglect which may take place in their own homes. In many instances, LGBT older adults do not report incidents of abuse or neglect because they are afraid of being "outed" by their abuser.

A recent national study on LGBT Health found high rates of victimization and discrimination among LGBT older adults, the study found that 82% reported having been victimized at least once, and 64% reported experiencing victimization at least three times in their lives. This abuse can be verbal or physical threats, as well as financial exploitation.

Targeted interventions are needed to better identify the causes of elder abuse and neglect among LGBT older adults, to educate service providers and LGBT people about this issue and to reach out with services that meet the special needs of LGBT seniors who are at risk.

SAGE is currently working to meet these challenges by providing social service and case management support and financial literacy programs to help prevent fiscal exploitation and abuse aimed at LGBT elders. In addition, SAGE works with LGBT victims of elder abuse and provides individualized services to support and protect them. Within the limits of our resources, SAGE provides training to service providers on identifying and treating LGBT older adults at-risk for exploitation or abuse.

We hope that the Committee on Aging and other members of the City Council will continue to support the LGBT older adults in New York City who are most at risk, and prioritize their need to age in place safely. Your support continues to be greatly valued and appreciated.

Thank you for your time and attention.

Catherine Thurston
Senior Director of Programs
SAGE

Oversight: Identifying and Preventing Elder Abuse
Aging Committee
February 24, 2014

Testimony submitted by: Rachel Sherrow
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My name is Rachel Sherrow and I am the Chief Program Officer at Citymeals-on-Wheels. I would like to begin by thanking the Council for their continued support of aging services and Citymeals-on-Wheels which will help to serve over 2 million meals to nearly 18,000 homebound elderly citywide this year.

As most of you know, Citymeals-on-Wheels is a not-for-profit agency working in a public/private partnership with the New York City Department for the Aging. The Department funds community-based agencies for meals that homebound elderly receive Mondays through Fridays, 250 days a year. Citymeals-on-Wheels funds these same agencies for weekend and holiday meals, as well as sending packages of shelf stable food for long weekends and in times of emergency. These 115 days a year are those Citymeals covers when our aged neighbors would otherwise be without food or human company.

Over 1.3 million New Yorkers are over the age of 65 which represents 16% of the population. The average age of those who receive meals

on wheels is 85 and 1.2% are over 100. They face a variety of illnesses like diabetes, pulmonary and heart problems, vision loss and arthritis. Over 50% live below 150% of the poverty level and 14% say they don't have enough to eat. 73% live alone, and the majority of them are women.¹ Elder abuse can affect anyone; those from all backgrounds, both men and women, regardless of ethnicity and social status. Our homebound elderly are the most frail and vulnerable of this aging population and those who are often hidden and easy targets for abuse.

There are several forms elder abuse can manifest as; physical, emotional, sexual, exploitative and neglect. Most perpetrators of elder abuse are family members including spouses and adult children (90% of abusers).² Some abusers are those who are placed in the home to provide help and assistance and some can be peers.

Those who suffer from abuse often do not want to report it out of fear of getting their abuser in trouble especially when they are family members. Other reasons for not reporting are fear of retaliation or an inability to, due to cognitive dysfunction. In addition, signs of elder abuse are often missed by those who work closely with them, because of lack of training on detecting it. It is estimated that only 1 in 14 cases of elder abuse is ever reported. It is believed that for every reported case, there are 24 of which are unknown.³

Therefore, Citymeals-on-Wheels partnered with experts in the field; the Weinberg Center for Elder Abuse Services and Prevention, and the Manhattan DA's office to train meal delivery staff throughout the city on how to recognize the signs of elder abuse and where to reach out to if they suspect it. These people are the ones who check in on the meal recipients every day and know when things are different or someone is not behaving the same. The meal delivery staff are the eyes and ears of our homebound elderly and we wanted to empower them by giving them the tools and resources on how to detect and report. Once we completed these trainings, we continued to work together to train our volunteers who also work closely with our homebound elderly through our delivery program and friendly visiting program. Citymeals also created a placemat in a variety of languages (English, Spanish, Russian, Chinese, Korean and Bengali), which were delivered to 18,000 meal recipients in order for them to have information on where to reach out if they suspect they are being abused or know someone else who may be suffering.

Citymeals on Wheels together, with the Department for the Aging, and The New York City Council, are desperately trying to keep 18,000 elderly New Yorkers fed 365 days a year plus some extra. In addition, we are working to educate and inform those who work closely and consistently with our meal recipients to recognize signs of abuse and report it to the proper authorities. Bringing a meal to the door is one less struggle for the homebound elderly to worry

about. This food delivery is also another way to check in on them and to allow them to be less hidden and unable to reach out for help. Keeping them with us, right here in the communities where they have lived for so long, safely and well cared for is what we can do together.

We hope you, our partner in city government, will help us to continue to advocate on behalf of those who are often forgotten and some even neglected.

As we enter our 32nd year, we thank you so much for being with us and I hope we can count on all of your support again this year.

¹ Cornell Study. ²Statistics/Data as reported on the National Center on Elder Abuse, Administration on Aging website. ³Ibid.



Public Hearing Testimony

Oversight: Identifying and Preventing Elder Abuse

Submitted to:

The New York City Council Committee on Aging

Councilmember Margaret S. Chin
Chairperson, Committee on Aging

Presented by:

Joy Solomon, Esq.
Director & Managing Attorney

On behalf of:

The Harry & Jeanette Weinberg Center for Elder Abuse
Prevention at The Hebrew Home at Riverdale

City Hall
Committee Room
New York, New York

February 24, 2014

Introduction

Chairperson Chin, Members of the Committee on Aging and the New York City Council, I am Joy Solomon, Director and Managing Attorney for The Harry and Jeanette Weinberg Center for Elder Abuse Prevention at the Hebrew Home at Riverdale. It is an honor to testify before you today in the spirit of renewal and reinvigoration that has permeated our City's government. This Committee has an admirable history as a trailblazer on behalf of elder abuse victims, and it is a privilege to be here as you reexamine your critical efforts on behalf of some of the City's most vulnerable citizens.

The Weinberg Center, a comprehensive prevention and intervention program for victims of elder abuse living in all five boroughs of New York City, was established in 2005 as the nation's first emergency regional elder abuse shelter located within a long-term care facility. To date, the Weinberg Center has provided nearly 50,000 days of shelter for victims of acute elder abuse from across New York City.

The Weinberg Center has created a holistic service method that provides acute elder abuse victims with a safe and secure environment, a full continuum of medical, psychological, therapeutic and social services and a uniquely tailored legal action plan. As a virtual shelter located within the Hebrew Home at Riverdale's long-term care facility, the multi-disciplinary Weinberg Center staff team works with Hebrew Home professionals to determine optimal placement, security and services for clients based on each individual's specific needs. Social workers are trained to meet the complex emotional needs and provide the substantial psychological support and counseling required by victims of elder abuse. The legal team plans and executes all legal action required in furtherance of each client's care plan, including proceedings related to obtaining restraining orders, guardianships and orders of protection, as well as assistance with financial planning, housing, negotiation and prosecution of abusers. This opportunity to receive comprehensive coordinated care creates a unique opportunity for victims to recover dignity, access justice and create healing in their own lives.

The Center provides a sanctuary for victims of elder abuse with the goal of helping victims to safely return to their own homes or to secure alternate housing. Homecare and support services are provided to ensure successful transitions.

Proud Partnerships

The Weinberg Center is proud of our long and strong partnership with this Committee and with the City Council at large. We applaud the Council's longstanding recognition that elder abuse is a form of family violence, and are proud to be involved in our City's effort to integrate elder abuse services into its mission to combat domestic violence. In 2006, the Weinberg Center received its first Domestic Violence Empowerment Initiative (DoVe) funding. In the nine years since, the City Council has continued DoVe funding and remains a vital supporter of the Weinberg Center and its mission. We have partnered with Safe Horizon on a variety of initiatives over the past nine years, most recently an employee domestic violence prevention program for the entire Hebrew Home, the first such initiative in the country. We have also developed strong partnerships with all of the City's Family Justice Centers including, most recently, serving as an on-site partner at the newly opened Manhattan FJC. Barriers to elder abuse victims seeking services are particularly steep, and we are committed to partnering with other organizations supported by this Council to make those services a robust part of our City's efforts to comprehensively address and prevent family violence.

As an elder abuse shelter, our referrals originate from community-based service professionals located throughout New York City. These city caseworkers and senior center staff members are front line warriors in the fight against elder abuse, and our collaborations with them are critical. Over the past nine years, the Weinberg Center has spearheaded outreach efforts with these organizations throughout the five boroughs. From educational sessions at senior centers such as Bronx House, Riverdale Senior Services and Bronx River Community Center to presentations at the Queens Family Justice Center's Wellness Day to partnering with City Meals on Wheels to train their volunteers, to speaking to NYPD officers at precinct roll calls, we have prioritized communicating, connecting and collaborating with professionals in the field. When we

receive shelter referrals from these agencies, we work hand in hand with them to ensure that our joint clients' security is assured and care is coordinated. Your support for community-based agencies like these, and your continued efforts to sustain and develop programs specifically focused on providing elder-abuse focused services in the community, are critical to our success as a shelter, as well as to the future of elder abuse prevention in our city.

Ever-Expanding Safety Net For the Crisis of Under-Reporting

Research reveals that the vast majority of elder abuse goes unreported, and the Weinberg Center is committed to continuously seeking out new populations to educate, empower and service. Our team conducts educational trainings on the signs, symptoms and appropriate response to elder abuse for a broad gamut of professional and community groups including hospital and healthcare employees, members of law enforcement, financial institution employees, legislators and doormen. These cohorts are all positioned to identify and intervene in instances of suspected elder abuse, and to help refer clients to the Weinberg Center where appropriate.

Over the past several years, our efforts have focused on several cohorts whose support we believe is critical in combatting the elder abuse epidemic. In an effort to promote increased vigilance and responsiveness by the banking industry to the financial exploitation of the elderly, the Weinberg Center, together with the Bronx District Attorney's Office and Bronx Adult Protective Services, co-hosted a meeting with representatives from over twenty-five banks entitled "Reality of Elder Abuse in the Banking Industry." The goal of this meeting, the first of its kind, was to alert financial services professionals to the deluge of money older adults lose annually to exploiters, \$2.9 billion dollars across the country, and the ways in which their action or inaction in the face of suspicious activity is critical to the financial security, and indeed the very lives, of so many of their clients. The Weinberg Center continues to actively engage the industry, on both a community wide and case specific level, and is supportive of legislation that would further empower financial institutions to protect their vulnerable elderly clients from financial predators.

The Weinberg Center is committed to seeking out non-traditional audiences who are often well positioned as first responders to the red flags and patterns of abuse. Building service workers are one such audience. Since 2006, we have partnered with 32BJ SEIU, New York's building service workers' union, to offer tailored interactive sessions to groups of doormen, security personnel and maintenance staff as part of the union's continuing education coursework, a program that garnered widespread media attention including a feature in the New York Times (attached). We are currently in the process of developing a more extensive, web-based curriculum for union members. In an era when people who live in close proximity for decades remain strangers, building service workers are the eyes and ears of our city. Our goal is to help this professional group truly understand the critical role they occupy, as well as to provide direction and resources on how to act appropriately based on the knowledge they accumulate.

Conclusion

As an elder abuse shelter located within a long-term facility, our reach grows as the Hebrew Home's family of services expands. The Hebrew Home currently offers skilled nursing facilities, post acute rehabilitation, assisted living, independent living, and managed long term care, servicing more than 10,000 older adults in the greater New York area. As the Home's service offerings and breadth continue to expand, the Weinberg Center gains access to additional populations and individuals in need of elder abuse education, screening and services. Our team also encounters new colleagues in different health care arenas who can serve as allies in helping to bring elder abuse awareness and support to a new stop along the continuum of care. As the face of health care and the nature of aging are changing so rapidly, the predation of abusers and the opportunism of scammers are growing consistently. We view their persistence as a charge to likewise grow our program until every older adult's right to live in safety and dignity is protected. We look forward to continuing to partner with this Committee and the Council on new and expanded endeavors in service of that shared goal.

**PUBLIC HEARING:
OVERSIGHT: IDENTIFYING AND PREVENTING ELDER ABUSE
February 24, 2014**

**City Councilmember Margaret Chin
Chair, Committee on Aging**

On behalf of the Council of Senior Centers and Services (CSCS), we would like to thank Councilmember Chin for holding this important hearing on identifying and preventing elder abuse.

CSCS' mission is to champion the rights of older adults to make New York City a better place to live for the 1.4 million people over the age of 60. Founded in 1979, CSCS is recognized as the leading NYC-based organization representing senior services and aging issues, advocating for needed community based services which allow older adults to age with independence and dignity. With over 100 member organizations providing services through more than 600 programs, CSCS' members range from individual community-based centers to large multi-service, citywide organizations and serve over 300,000 older adults annually. CSCS' work spans enabling healthy aging and supporting family caregivers to promoting economic security and addressing elder abuse.

In 2012, CSCS was pleased to receive a grant from the New York Women's Foundation to focus on elder abuse. As a result, we have partnered with a variety of stakeholders in the elder abuse arena including community-based providers, District Attorney (DA) offices, Adult Protective Services (APS), elder abuse and domestic violence coalitions, elected officials and others.

Elder abuse is an exploding problem with significant consequences for older adults and the public. Tragically, it is a hidden epidemic that we know threatens the lives and financial security of older New Yorkers. It is defined as a single or repeated act which causes harm, risk of harm, or distress to an individual 60 years and older. These acts can be intentional or unintentional. Much like domestic violence, elder abuse comes in many forms: psychological, emotional, verbal and sexual abuse. What makes elder abuse unique is the early recognition that self-neglect, abandonment and financial exploitation are forms of abuse. Financial abuse is the most common form of abuse. In order to understand the gravity of elder abuse, NYS launched a prevalence study that quantified the extent of elder abuse in New York. The findings were released in "*Under the Radar: New York State Elder Abuse Prevalence Study (Self-Reported Prevalence and Documented Case Survey)*." (the full report can be found <http://www.cscs-ny.org/files/UndertheRadar051211.pdf>).

Based on the findings of Under the Radar, we know that

- 76 out of every 1,000 older New Yorkers are victims of elder abuse in a one year period (an estimated 260,000 older adults, in the state, have been victims of at least one form of elder abuse in the past year);
- 9% of all NYC residents, age 60+, are elder abuse victims (this is about 120,000 people);

- There is a dramatic gap between the rate of elder abuse incidents reported and the number of cases referred to, and served in, the formal elder abuse service system. In 2010, only 11,432 survivors were served through APS, law enforcement, domestic violence and elder abuse prevention programs and the Offices of District Attorneys; and
- For every case of elder abuse that gets reported, there are roughly 24 that go unreported.

The City Council now has an opportunity to send a clear message that elder abuse will not be tolerated in New York City nor will it be kept in the shadows by:

- ✓ increasing funding to prevention programs
- ✓ participating in elder abuse awareness campaigns
- ✓ strengthening collaboration between nonprofit and governmental agencies that work with elder victims
- ✓ passing a resolution to enact state legislation to combat financial exploitation.

I. Increase Funding

Presently, New York City allocates only \$800,000 towards elder abuse prevention (roughly, \$9.50 per elder abuse victim). This simply is not enough funding to appropriately address this growing epidemic. Although we are grateful for the City Council's historic support of elder abuse prevention programs and baselining of elder abuse prevention funding in Mayor Bill de Blasio's preliminary budget, it is widely acknowledged that more must be done to protect older New Yorkers.

II. Awareness Campaigns

City Councilmembers can play a leadership role in their districts to combat this epidemic by promoting and participating in elder abuse public awareness campaigns. Last fall, the Mayor's Fund to Advance New York City launched a \$250,000 "That's Abuse" campaign through the Mayor's Office of Domestic Violence. "That's Abuse" posters were placed at bus shelters, in subway cars and platforms, in grocery store circulars, community-based organizations, businesses throughout key neighborhoods, and common areas at numerous City agencies. If we intend to put a dent in the prevalence of elder abuse in NYC, a similar campaign must be launched to raise awareness about elder abuse in all its forms. The silent cries of a face with wrinkles must be shown to show the impact of elder abuse, financial exploitation and neglect. A public awareness campaign should target older adults and their families. CSCS would like to collaborate with City Council and the administration to plan for such a campaign.

For the last three years, CSCS has held press conferences at City Hall to commemorate World Elder Abuse Awareness Day (WEAAD), June 15th. We welcome members of the Committee on Aging and other Councilmembers to join us either at a press conference on City Hall steps and by participating in our social media campaign to share the word about the dangers of elder abuse. We encourage City Councilmembers to participate or host WEAAD events in their districts and to use their newsletter to educate their constituents about elder abuse.

CSCS, in collaboration with the New York Elder Abuse Network and the Council, created an elder abuse brochure in 2012. We encourage Councilmembers to make sure these brochures are in all their district offices. You could also join elder abuse survivors, providers, advocates and others in domestic violence vigils to ensure that elder abuse is seen as part of the domestic violence. Women have the right to be free from violence across their lifetime.

III. Strengthening collaboration between nonprofit and governmental agencies

One of the lessons that the elder abuse network has learned from the domestic violence movement is that there is a tremendous need to work in collaboration with a broad coalition of stakeholders to achieve the common goal of keeping older New Yorkers safe in their community and homes. Since the fall, CSCS has convened meetings with leading elder abuse prevention specialists from a variety of disciplines to identify methods of increasing the New York City Police Department (NYPD) capacity to handle elder abuse incidents. Based on these meetings, we recommend the following:

- NYPD should send community liaisons to elder abuse coalitions and taskforce meetings to develop relationships with CBOs. Complex elder abuse cases require the involvement of many systems and disciplines to improve responses and increase victim safety. The NYC Elder Abuse Center facilitates multidisciplinary teams (MDTs) that bring together highly qualified professionals from essential organizations and systems to marshal resources, seek remedies and coordinate effective responses. The NYPD should be an active participant of the MDTs, currently in Brooklyn and Manhattan but soon to be in all boroughs.
- There should be a person who specializes in elder abuse at both Police Plaza and in the Mayor's Office for Domestic Violence
- Evaluate all of the NYPD's domestic violence protocols & procedures as to the impact on elder abuse and revise accordingly.
- In the past, APS has used the "Finest" message, a quick briefing about elder abuse read during roll call. The "Finest" message should be reinstated.

The NYPD would benefit from increased training of police officers on the identification and processing of elder abuse cases. CSCS suggests that the NYPD should increase the training that police officers receive in the following areas:

- Alzheimer's Disease/Dementia
- Recognizing the complexity of elder abuse cases
- Guardianship –understanding of what guardianship means and entails (including APS's role as mandated reporters).
- Ageism

Reporting and Referrals

- Standard protocol for addressing and recording elder abuse incidents
- Establishing a citywide database on reported elder abuse cases.

Language/Cultural Barriers

Non-English speaking older victims have a hard time relaying their stories to police officers. There have been instances where police officers may ask someone in the household (or nearby) to translate even if the only available translator is the perpetrator that has harmed the elder. This prevents the elder victims from seeking help the next time an incident occurs further endangering them. The NYPD must create procedures for addressing language barriers that does not entail using abusers to translate on behalf of older victims.

IV. State Legislation – Financial Elder Abuse Bill

Older New Yorkers are victims of an insidious and pervasive form of abuse – financial exploitation. APS is mandated by the state to reporter elder abuse cases to law enforcement, but is unable to report if they cannot document the exploitation. Surely, this is a frustrating situation to all parties involved. APS has attempted to use the New York Social Service Law §144a & §443a and Section 4 of the Banking Law as justification for why financial institutions can disclose financial documents that are necessary for its investigation of financial exploitation allegations. Although federal laws have been made more flexible to advise financial institutions that they can share information with APS and law enforcement, threats of being sued still hinders some banks ability to report cases and disclose relevant information to APS and law enforcement without subpoenas. There is a need to “stop the bleeding” in a timely manner once it is determined that an older adult is being financially victimized.

CSCS asks the NYC Council to protect older adults from financial exploitation by passing a resolution to urge the state legislature to enact Senate bill 6221 (Valesky) and Assembly bill 7892A (Millman). Presently, vulnerable adults are being swindled out of their money; we hope the City Council will join us in our efforts to protect the financial security of older adults by passing a resolution to *stop the bleeding*.

CSCS looks forward to working with you on the changes necessary to protect older New Yorkers from elder abuse, neglect and financial exploitation. Please feel free to call upon us should you need further information.

JASA
New York City Council Committee on Aging
Oversight: Identifying and Preventing Elder Abuse
February 24, 2014

Good morning. My name is Martha Pollack. I am the Director of Elder Abuse Programs at JASA, Jewish Association Serving the Aging. On behalf of the Board of Trustees, staff, and most importantly, our clients, I am here today to focus on the need for expanded funding for elder abuse prevention programs. Elder abuse services – prevention and interventions to stop it – are essential for protecting vulnerable elders from dangerous and, in many cases, life threatening situations.

We are particularly grateful that the members of the NYC Council recognized the urgency of elder abuse services and maintained funding for these programs through FY 2014. We just learned that funding for elder abuse prevention programs has been base-lined in the Mayor's FY15 budget.

In elder abuse situations the abuser specifically exploits the individual because of vulnerabilities that become more prevalent as we age, including physical frailty, social isolation, caregiver dependency, and cognitive losses. The victim may neither have the opportunity or ability to tell anyone about the abuse. Victims of elder abuse are among the least likely to seek social or legal services because the abuser is most often a family member or caregiver. The victim experiences fears of abandonment or transfer to a nursing home and feelings of humiliation and shame.

JASA is a recognized leader in elder abuse prevention. JASA provides educational sessions for hundreds of professionals annually through the Elder Abuse Training Institute. JASA is also the lead co-sponsor of the Annual NYC JASA Elder Abuse Conference, which will be held this year on June 3, 2014. This best practices Conference is an inter-agency collaborative effort, involving a variety of community based providers and attracting a broad professional and lay audience.

JASA
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Through JASA LEAP, our Legal and Social Work Elder Abuse Programs in Manhattan, Brooklyn and Queens which are currently funded by the New York City Council, JASA staff help prevent and resolve abuse for approximately 700 persons annually. JASA LEAP offers a unique service model - the interdisciplinary team approach of a social worker and lawyer offers a safety net to help those who would otherwise remain silent victims of abuse.

I would like to tell you about Ms. L and how JASA LEAP helped her:

Ms. L, aged 77 lived with her 35 year old son. She reported that he had a pattern of cursing and yelling at her and had recently shown signs of being more aggressive in his behavior. In addition to the verbal abuse, he was now making intimidating physical gestures and threats. He was also demanding money. Ms. L said that her son had a history of alcohol abuse and had been inviting guests to the home who were carrying narcotics. Ms. L said that she was extremely fearful for her safety and physical well-being; she couldn't see any 'good end' to the situation.

JASA staff immediately helped Ms. L establish a safety plan and urged her participation in the LEAP support group. Ms. L credits the professional assistance of JASA staff and the positive, ongoing support from members of the LEAP Support Group in helping her decide to pursue a Family Court petition for an exclusionary Order of Protection. This petition was successful and her son was removed from the home. JASA LEAP continues to provide her with support and connection to other services.

JASA LEAP provides a wide range of services that include:

- Assisting clients to resolve elder abuse crises;
- Accompanying elder victims to court and acting as an advocate with landlords, utility companies, banks and other community based service organizations;
- Securing benefits/entitlements and prevent such actions as eviction proceedings and utilities cut-off;
- Providing individual, ongoing counseling;
- Facilitating mutual aid model support groups for clients who have been the target of abuse and/or exploitation;
- Working with the alleged abusers by providing referrals for mental health and/or substance abuse treatment and entitlement and benefit counseling;
- Providing direct representation by JASA LEAP legal staff attorneys to secure orders of protection, recover real property and other assets, prevent evictions and loss of homes, and obtain entitlements when there is a need for legal intervention to resolve bureaucratic obstacles;
- Providing financial assistance to purchase needed safety devices and to pay for transportation for court appointments related to the abuse and to attend JASA sponsored support groups;
- Out-stationing a social worker/ lawyer JASA team at the Family Justice Centers in Queens and Brooklyn, and Manhattan;

JASA

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- Providing extensive outreach and education to professionals and the community at large.

These LEAP services are provided with a very thin staffing pattern. For example, JASA receives funding for just two (2) social workers to provide services throughout Brooklyn. They must manage an existing caseload of approximately 150 clients, while also handling, on average, 12 -15 new referrals monthly. These social workers are required to be available on a flexible schedule to address crises, accompany clients to court dates, and resolve other complex service needs. Although outreach and community education are provided by each LEAP program to heighten awareness of elder abuse (particularly important because of the 'hidden' nature of the problem), existing public funding levels have not enabled the programs to expand service capacity.

Only elder abuse prevention programs like JASA LEAP can assist elders with the necessary, comprehensive professional expertise. Adult Protective Services is available to serve the most vulnerable older adults who are assessed as lacking capacity to make informed decisions regarding their care and/or to manage their finances. However, many victims of elder mistreatment are capable of making these decisions and are therefore not eligible for APS services.

We applaud the initiative, spear headed by DFTA to establish an ongoing dialogue between the Mayor's Office on Domestic Violence, DFTA and NYPD to highlight the unique challenges of elder abuse. These discussions have been very productive, strengthening the capacity of the NYPD to assist elder abuse victims through training and building relations with APS, DA offices, and community based groups.

The base-lining of elder abuse prevention programs is a strong advance over the precarious funding status of previous years. However, current public funding levels does not

JASA
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cover all program expenses. Many programs, like JASA LEAP, must be subsidized by the sponsoring agencies. This is not a sustainable operational model. Also, as previously noted, funding is needed to establish a more robust staffing pattern.

Given the severe vulnerability of victims of elder abuse, we urge you to continue your leadership role in addressing the needs and concerns of New York City's older adults and support expanded funding for elder abuse programs in the Mayor's FY15 budget. Elder abuse can induce poverty and deprive individuals of the care they need. This can lead to an even greater strain on public resources whether the victim remains in the community or is institutionalized.

Only elder abuse prevention programs can assist New York City's older adults with specific targeted services and with the necessary professional expertise. Thank you for your ongoing commitment to supporting these essential programs.

Martha H. Pollack LCSW
JASA
Queens District Director and Director of Elder Abuse Programs
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718 286-1540



**Testimony of New York Asian Women's Center
Before the New York City Council
Committee on Aging
February 24, 2014**

Good Morning Council Member Chin, distinguished members of the committee; my name is Yasmeen Hamza and I am the Director of Client Services at New York Asian Women's Center. The New York Asian Women's Center (NYAWC) is the largest Asian American focused domestic violence agency in the country, a premier anti-human trafficking serving organization, and a national demonstration project that provides model services to survivors of sexual assault. The Center provides a safe haven through multi-lingual support programs and shelter services. Thank you so much for holding this hearing to discuss the identification and prevention of Elder Abuse.

As you know, the population of elders is rapidly growing and appropriate services are needed to address the unique needs of survivors of elder abuse. In the last 14 years, the number of Asian's over the age 65 has increased by 52% and continues to grow. In order to address the growing needs of Asian/Asian Americans suffering elder abuse, we have partnered with the Kings County District Attorney's office and JASA to create the first coordinated approach in Brooklyn to address elder abuse in the Asian community, a fast-growing community that has never been the focus of targeted multi-disciplinary elder abuse intervention. Providing culturally competent services in order to identify and support elderly abuse survivors in the Asian community is necessary in order to ensure survivors are receiving suitable services.

This partnership was created not just to provide direct services but to begin the discussion on elderly abuse within the Asian community to help educate and identify survivors. Our ability to work within the community in a culturally authentic way allows us to provide effective community education to organizations and community members to help them understand what elder abuse is and that there are services available.

Reports have found that the number of Asian survivors identified by law enforcement have been significantly low in numbers. The numbers are low not because the problem is not prevalent in the community but rather cultural dynamics impact elderly survivor's ability to seeking services. Perpetrators of elderly abuse are often family members, spouses or significant others. Familial piety or placing family before self is a highly valued principle in Asian culture. Yet Asian elders endure abuse at the hands of their allegedly loyal children at an alarming rate. Shrouded in secrecy and denial, Asian elders face financial exploitation, neglect and outright physical violence with few places to turn for help. Moreover, the exact principle of family loyalty that shrouds these acts violence in secrecy often prevents Asian elders from reporting the abuse and seeking help. Involving service providers or law enforcement can be viewed as bringing shame to their families which allows for Asian elderly abuse survivors to suffer in isolation, without the support needed to deal with the trauma that they are enduring.

As the largest Asian focused domestic violence organization in the country, we are often called upon to provide services to elder abuse survivors who may have already been linked to other organizations. Initially, our ability to actually communicate with the survivors is why we are called, but as time

progresses, it is evident that we are able to engage the survivor in ways that other services providers have difficulty doing; we are able to work to ensure that their needs are met.

We have recently been working with a survivor whose daughter was both financially and physically abusive. She was referred to us by a senior housing facility due to the difficulties they were facing in communicating with her. The survivor had recently been moved from her home in one borough where she had friends and she felt part of the community to another borough where there was no one that spoke her language or even looked like her. She was unable to access the food or support that had once been readily available.

Prior to our involvement, the facility used an interpreter to obtain an order of protection for the survivor. They engaged our services because they were trying to help the survivor understand what her options were now that the order of protection was in place. They informed us that they believed that there might be cognitive issues because the survivor kept insisting that she wanted to return to live with her daughter even with the order of protection in place. As we worked more closely with the survivor, we found that it was not a cognitive issue. Rather, the interpreter used was actually unable to fully explain to her what an order of protection was and what it would mean for her. In addition, the survivor was unable to express the isolation she was feeling living in the facility. With our assistance, we were able to explore and visit other facilities within her community where she could possibly live. We were able to work with the facility to have a subscription of the ethnic newspaper delivered to her and find ways for her to call her friends that she missed so greatly and who were her support system. As you can see, to address elder abuse is not just about ensuring that there are services providers available, but that those service providers are able to provide culturally and linguistically appropriate services.

As a Pan-Asian organization, New York Asian Women's Center have staff that speak over 12 Asian languages and are of the same cultural background as the community served. The Asian community is very diverse, consisting of a variety of languages, customs, and cultures. Understanding the diversity and the cultural dynamics allows us to provide services that are culturally nuanced, and allows us to understand the struggles that elder abuse survivors deal with in making the decisions about their safety or even admitting that they are suffering at the hands of their loved ones. In addition, our counseling models account for how Asian's experience trauma, meaning we offer an array of holistic services that complement the case management that is provided. We have been effectively able to engage a community that traditionally resists mainstream or elder abuse interventions based on language and cultural obstacles experienced with service providers and the police.

In order to ensure Asian elders receive culturally and linguistically appropriate services, it is imperative that funds are allocated to organizations that have the capabilities to effectively engage these survivors. We are asking that the committee consider allocating funds in the amount of \$200,000 to New York Asian Women's Center. With these funds, the New York Asian Women's Center would be able to hire counselors who would provide both community education and direct services to elder abuse survivors in all 5 boroughs, where we have already been providing services. In doing so, you would be ensuring that Asian survivors will receive culturally and linguistically appropriate services that will allow them to live safe and healthy lives.

Thank you for your time and attention regarding these important concerns.

Yasmeen Hamza
Director of Client Services
New York Asian Women's Center

Bronx

Legal
Services NYC

Testimony of Legal Services NYC-Bronx
on
Identifying and Preventing Elder Abuse

Presented before:

The New York City Council
Committee on Aging

Nanette Schorr, Esq.

Family Law Supervisor

Coordinator Elder Abuse Consortium Castle Hill-Soundview-Parkchester

February 24, 2014

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Joseph P. Moodhe, Board Chair



 **LSC**

Legal Services NYC Bronx is a constituent corporation of LSNYC, the largest non-profit provider of free civil legal services in New York City. We are dedicated to expanding the rights of low-income New Yorkers in areas such as elder law, housing, family, consumer, domestic violence, foreclosure, immigration, disability and education. With offices in all five boroughs, our work is designed to improve the lives of our diverse client populations through a holistic combination of individual legal advocacy and social work support, group action, policy work and community outreach.

Legal Services NYC Bronx assists hundreds of families every year with elder law matters. Last year we served 654 clients age 60 or older with civil legal services. Working with the Bronx Family Justice Center, we began to offer family law help to survivors of elder abuse, and now receive regular referrals from RAIN and the Bronx DA's office. We thank the Committee for holding this hearing, and providing the public with an opportunity to testify about the important issue of elder abuse prevention.

In 2013, our office took a lead role in organizing an elder abuse and support consortium in the 18th Council District, which serves the Castle Hill, Parkchester and Soundview communities in the Bronx. The mission of the Consortium is to create a coordinated community response to elderly experiencing physical, emotional and financial abuse. In addition to our office, the consortium includes RAIN Multi service center, the PEP (Parkchester Enhancement Program) for Seniors, the Hebrew Home's Weinberg Center for elder abuse, the archdiocese's Arch-Care program, the 43rd police precinct, the Bronx District attorney's office, as well as Council Member Palma, and State Assembly members Sepulveda and Crespo.

Using a rapid response listserve, outreach to elders and providers, legal services, and social work support, the consortium seeks to build a community based model that can complement and enhance borough-wide efforts, a kind of local elder abuse family justice center. Activities identified by the consortium include pooled outreach to elders, and to professionals who work with elders and have day to day contact and relationships with them, such as senior center staff, health providers, and local business owners. We aim to educate and support others in identifying the red flags of abuse, and support preventive approaches that aim to build community and reduce isolation. While the Consortium's initial focus was exclusively on elder abuse, we have come to understand that this effort must be imbedded in a broader focus on support for services to the elderly, and so we have integrated that goal into the mission of the Consortium. When elders feel they have alternatives to the assistance of an abusive individual, and support in addressing their physical, financial and emotional needs, they will be less vulnerable to abuse. Services such as low cost taxicabs, arranged with local companies to take seniors to medical appointments, volunteers who work with elderly to help them pay their bills and monitor their checking accounts to prevent scams, encouraging elders to use debit cards and direct deposit instead of cashing checks, are all prevention strategies that can have an enduring impact.

This hearing is focused on identification and prevention of elder abuse. Consortium members have thus far shared a number of things relevant to this Committee's concerns. First, incidents of elder abuse are likely underreported. Elderly, who are often dependent on the person who is abusing them, are reluctant to disclose, because in their mind the cost of disclosure outweighs its potential

benefits. Second, it is best to connect to elderly through programs like senior centers that have long term trusting relationships with them. Third, a multi-disciplinary approach to elder abuse is the most effective model. A focus on broader quality of life aspirations of the elderly, rather than more narrowly tailored inquiries to ascertain whether the elder is at risk of abuse, has, by report of consortium members, been a core foundation of effective preventive strategies.

The literature on elder abuse suggests that when elderly feel marginalized, and lose a sense of self-esteem, they are at their most vulnerable to abuse. Dependence and social isolation, both of the elder, and the individual caring for them, increases the risk further. Legal knowledge, such as if you let a family member or other individual stay with you more than 30 days, you will need to bring them to housing court to evict them, can be very helpful in preventing potentially abusive situations from arising. Our consortium members see financial abuse more frequently than physical abuse, and neglect of seniors more than abuse. However, sometimes financial and physical abuse may both be indicia that the other has occurred as well. Screening for elder abuse may be most effective if a relationship has developed over time.

Supporting the elderly, and preventing elder abuse, should be accompanied by a strong emphasis on elders' privacy and autonomy. Our consortium has had multiple conversations about ways to support individual elderly without violating privacy. Autonomy to decide whether to press charges or reveal abusive conduct must also be safeguarded. Where providers share information about cases it is important that confidentiality be safeguarded.

We hope these thoughts have been helpful to the Committee, and hope to report further in the future on the results of our neighborhood based intervention.

Sincerely,

A handwritten signature in cursive script, appearing to read "Nanette Schorr".

Nanette Schorr, Esq.

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: 2/27/14

(PLEASE PRINT)

Name: Nanette Schorr

Address: _____

I represent: Legal Services NYC - Bronx

Address: 349 E. 149th St, Bronx, NY

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

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☐ in favor ☐ in opposition

Date: 2/28/14

(PLEASE PRINT)

Name: Rachel Sherrow

Address: _____

I represent: Citymeals on wheels

Address: _____

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: 2/28/14

(PLEASE PRINT)

Name: Bobbie Lackman

Address: _____

I represent: CSCS

Address: 49 W. 45 St, NY 10036

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**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

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☐ in favor ☐ in opposition

Date: 2.24.14

(PLEASE PRINT)

Name: Kileen Mullarkey

Address: Assistant Commissioner, Long-Term Care

I represent: DFTA

Address: _____

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THE CITY OF NEW YORK**

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Date: 2.24.14

(PLEASE PRINT)

Name: Aurora Salamone

Address: DFTA

I represent: Director, Elderly Crime Victims

Address: Resource Center

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THE CITY OF NEW YORK**

Appearance Card

I intend to appear and speak on Int. No. _____ Res. No. _____

☐ in favor ☐ in opposition

Date: 2/24/14

(PLEASE PRINT)

Name: Yasmeen Hamza

Address: _____

I represent: New York Asian Women's Center

Address: _____

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THE CITY OF NEW YORK**

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Date: _____

(PLEASE PRINT)

Name: _____

Address: _____

I represent: _____

Address: _____

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THE CITY OF NEW YORK**

Appearance Card

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☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: _____

Address: _____

I represent: _____

Address: _____

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THE CITY OF NEW YORK**

Appearance Card

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☐ in favor ☐ in opposition

Date: 2/24/14

(PLEASE PRINT)

Name: _____

Address: _____

I represent: _____

Address: _____

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☐ in favor ☐ in opposition

Date: 2/24/14

(PLEASE PRINT)

Name: Catherine Thurston

Address: _____

I represent: SAGE services + Advocacy for GLBT Elders

Address: 305 7th Ave, 15th Flr NY NY 10001

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THE CITY OF NEW YORK**

Appearance Card

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☐ in favor ☐ in opposition

Date: _____

(PLEASE PRINT)

Name: David Szuchman

Address: 1 Hogan Pl

I represent: District Attorney Cy Vance Jr

Address: 1 Hogan Pl

**THE COUNCIL
THE CITY OF NEW YORK**

Appearance Card

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☐ in favor ☐ in opposition

Date: 2.24.14

(PLEASE PRINT)

Name: Risa Breckman

Address: White Cornell Medical College 925 E 68 St 124 14 10065

I represent: NYC Elder Abuse Center

Address: c/o above

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