

MAKE IT  : ELDER *ABUSE* FORUM

October 22, 2012

Initial Report

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Executive Summary

The Elder Abuse Forum was held at the Fort Collins Senior Center on October 22, 2012. The summit was sponsored by the Fort Collins Human Relations Commission, working with the CSU Center for Public Deliberation, as well as the Commission on Disability (COD), Senior Advisory Board (SAB), Senior Center Council (SCC), Women's Commission (WC), Youth Advisory Board (YAB), and Larimer County Office on Aging (LCOA). Over 100 participants attended the event.

This initial report includes all the data collected during the event. The Schedule of Events for the forum was:

- 4:15 pm Visit with Community Resources
- 4:45 pm Welcome: Mayor Karen Weitkunat
- 4:48 pm Announcements: Myles Crane, Forum coordinator
- 4:55 pm Panel Discussion and Q&A
ADD PANELISTS
- 5:55 pm Visit with Community Resources
- 6:10 pm Light Dinner
- 6:15 pm Announcements: Dr. Martin Carcasson, Director of Center for Public Deliberation at CSU
- 6:20 pm Roundtable Discussions at dinner tables facilitated by CSU students and associates
- 7:15 pm Conclusion and final opportunity to visit with Community Resources

A video of the panelists and the Q&A is available at: <http://www.youtube.com/watch?v=-if6p-CRcug>

The data provided in this report was derived from two sources. The first was a collection of post it notes that the participants completed at the end of the event which answered the question, "What is the most important thing you heard today that others should know about?" The post it notes were collected and posted in the front of the room for everyone to read at the end of the event, and were then transcribed for this report. The second source of information was a two-sided survey (appendix B) participants completed during the second half of the forum. The first side focused on responses to the small group discussions centered around the discussion guide created for the event (appendix A), and the back side included several assessment questions concerning the event. We received a total of 90 surveys, though some participants only completed the first side.

This initial report includes all the raw data. The final report will be developed during the spring semester, and will add detailed analysis of the key themes derived from the raw data in this report.

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What is the most important thing you heard today that others should know about?

- “Education of elderly.”
- “Plus family member taking over elderly care and not allowing them wills and wants”
- “Educating staff of kindness and knowledge of when the patient client needs and wants to do other things.”
- “Respect for the elderly must begin at an early age through community institutions to integrate youth and elderly.”
- “Remove the stigma surrounding being open and honest about suspected elder abuse.”
- “Susan Vance: When we were little our parents said, “no secrets; you can tell me anything” Now we can say “Mom, no secret; you can tell me anything.”
- “if any question... call 911 and report your concern”
- “not enough is being done—more action is needed”
- “Utilize the wisdom and experience of our elders. Eg. Share stories, bring elders to schools, take school children to elders.”
- “promote intergenerational involvement, i.e. younger people looking after older”
- “Abuse should be reported, even if the victim may not yet be willing to complain yet or report it yet.”
- “Strong penalties. Against medical and lawyer. Professional for overstating their qualification and even making up certifications that do not exist. “
- “I believe in continuing education. It is very important to keep engaged with all ages and with people of diverse backgrounds. Enjoying each person for who they are. Be helpful with words and deeds for those in need.”
- “pass a mandatory reporting law in CO for elder abuse”
- “If youth are educated correctly, they will learn to care and support elders more. They will also be able to create a bridge between the baby boomer generation, and the younger generation at this time.”
- “Colorado is one of three states that does not have mandatory reporting of a duet abuse/neglect”
- “Without adequate funding mandated reporting will not be effective for Colorado and may actually be harmful.”
- “Change core. Value elder’s experiences, wisdom, worth.”
- “Support mandatory reporting of elder abuse (as based on laws for child abuse reporting)
- “develop peer to peer training and support”
- “Increasing monitoring and reporting is important to get this issue under control.”

- “The dedication to the community to get mandated reporting for Adult/elder abuse in place.”
- “Elder abuse takes many forms; some not as easily recognizable... emotional abuse and financial abuse are on the rise and more education is needed to help eliminate abuse.”
- “Seeing the number of people concerned for this topic. This event will raise awareness and connect people to resources.”
- “Utilizing the various resources to prevent and stop the abuse.”
- “That there are so many people who care. Now, let’s multiply this by 10.”
- “Need for coordinated education effort to uniform medical and resource agencies on resource available”
- “That everyone is aware of elder abuse.”
- “increased public awareness”
- “support groups for victims”
- “Getting the word out. I like the idea of having public announcements. Training in school. Training elders, maybe Medicare age on what to look for.”
- “teach respect for Elders”
- “Educate yourself. Volunteer with the elderly. Spend more time with your grandparents. Talk to your elderly neighbor.”
- “elder abuse in everyone’s problem—We need to be prepared for the coming ‘age wave”
- “We are looking at this—together resources coming together raise awareness raise education. Impressed with PVH and EMT community mentoring program”
- “hype elder abuse as the next big social issue”
- “Peer support and education. Elders would be more responsible too.”
- “reporting abuse”
- “Getting a mandatory law on the book regarding reporting of elder abuse.”
- “Counselor developing a restorative justice model for dealing with family members who commit abuse—something along the lines of courts or mental courts.”
- “Seniors who have been scammed don’t want to say so because they fear losing their independence because they made a mistake or showed bad judgment.”
- “What are elder abuse and the resources available when faced with this issue.”
- “Training/educating younger generations. Use financial planning as a means of exploding rise, signs of elder abuse.”
- “A special department from government should be produced and run.”
- “the education and communication about elder abuse must start at younger ages”
- “At the end, we just began to generate ideas about so-housing inter-relationship.”
- “Continued support for projects like: meals on wheels, saint, aspen house, elder house, etc. To isolation of our elder population.”

- “Return to public service, accountability and endorsement of violations of human and civil rights for all.”
- “more community education and involvement about senior (concerns and issues)”
- “With the volunteerism culture in Northern Colorado maybe we should go door to door with pamphlets to raise awareness.”
- “training and education and continuing to raise awareness on Elder Abuse”
- “Those who abuse need to be identified. Ways to prevent abuse negative attribution from multiple sources.”
- “The power of the room. The opportunity for so many of us to come together for collaboration and dialogue to serve a greater good.”
- “Look for signs of financial abuse—didn’t know it was so prevalent. Change the culture.”
- “Most important this is, must make this mandatory report state and use all Medias to give service ads informing on all types of abuse.”
- “Changing the culture to value elders is a must.”
- “Report suspected abuse always.”
- “Most want to help, but don’t know what to do.”
- “increase public awareness of the issue”
- “Resources are there! Need education in all areas of human services”
- “The description of Elder Abuse it shows itself in many colors. Method for prevention. Resources available for intervention and prohibit the continuation of abuse.”
- “elder abuse has been a taboo subject for very long time it is obvious it is time to talk about this—works out this, helps individuals families”
- “Statistics regarding abuse by family members were staggering.”
- “Recognition of Elder Abuse, Educating all ages of types of abuse. Referring cases to appropriate agencies”
- “The need to share the message to educate people about this problem.”
- “Healthcare/hospital is creating check-list that addresses social as well as physical issues. May lead to up self-report.”
- “awareness education and learning resources”
- “That there are a vast amount of resources need to spread the word.”
- “patience with the elderly”
- “Volume of reportable cases in our community. May years of efforts in trying to make a mandatory reporting law.”
- “Need banks and financial institutions to receive mandatory (CLE’s) elder abuse awareness courses in aiding them with preventing theft.”
- “core values need to change”
- “Mandatory Elder Abuse Reporting and widely distributing to the public.”

- “good discussion of how to train anyone who interacts with elderly; equip them with tools to spot abuse”
- “Collaborative engagement is necessary!”
- “Our elders need to take more priority in this country.”
- “That many organizations are concerned with alder abuse and working together, the problem may eventually be overcome.”
- “Education for the public about elder abuse. Need to start education at a younger age. 40-50’s before decisions are made about power of attorney.”

Part 2: Reactions to Three Broad Approaches to Addressing the Issue

After the expert panel and Q&A, participants had small group discussions reacting to a discussion guide developed for the event by the CPD and event organizers (the four page document is included at the end of this report as appendix A). The three approaches were:

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| Approach 1: Increase prevention efforts |
| This approach focuses on proactive efforts to decrease the likelihood that elder abuse would occur, primarily by educating all the various relevant audiences connected to the issue. |
| Approach 2: Increase monitoring, reporting, and intervention |
| Elder abuse is under-recognized, underreported, and under-prosecuted. This approach seeks to change all three of those situations by increasing the monitoring and reporting of elder abuse, thereby ramping up the frequency of interventions that stop current abuse and adequately punish abusers in order to prevent future abuse. |
| Approach 3: Change the culture concerning aging |
| Elder abuse is a symptom of a broader problem in our culture of a general disrespect for seniors and issues related to aging. Our best move forward is to focus on changing the broader culture and sparking more intergenerational interaction and regard. |

Small groups discussed each of the three approaches one at a time for around 10 minutes, focusing on the pros and cons of each approach. Participants were then asked to complete worksheets (appendix B). Those worksheets were all collected and transcribed. The results are below, organized by the most compelling argument and most important concern for each of the approaches.

Approach 1: Increase prevention efforts

What is the most compelling argument tied to this approach?

- More education helps people recognize abuse and how to report abuse. Education to young people important as well
- This is the best! Prevent it before it happens
- Education is key to change and prevention of abuse
- Just educating the community and spreading awareness to support decrease and elimination in elder abuse
- It is positive rather than negative
- Communication. Education
- Education is key to identifying problems and coming up with solutions
- Promising approach - potential to reach wide and target audiences (potential victims, family members, care givers)
- Decreasing opportunity is critical and most effective
- It is cost effective. It is ethically correct
- community networking needs to be increased
- Compelling argument. More education and training to relevant audiences
- Increase awareness and education leads to changed behavior
- Decreasing opportunities - banks financial
- Peer community lecture response
- Identifying peer communities and relationships will make more impactful change and safe freq
- Elder abuse is vastly underreported and not well understood by a lot of people (sometimes the person being abused)
- The old adage still prevails: an ounce of prevention is worth a pound of cure
- Decrease in elder abuse
- Gives peace to the patient
- Yes - awareness is crucial. Education too. Not sure the suggestions given are concrete enough
- Prevention is infinitely easier, more efficient, and less costly then response and enforcement
- Work with banks and other financial institutions to train their employees regarding elder abuse
- Through education and good communication
- Decreasing the opportunity for abuse by reaching out to caregivers as well as the potential victims
- Need more education on abuse will recommend Elder Care ??? to review their ??? More. Will recommend 50 ??? Newspaper write more articles on abuse
- Education! All age groups using media to reach prevention. Requiring schools to discuss elder abuse
- increase public awareness of the problem
- Preventions would work by letting the abused and abuser by recognizing

- Increasing protective factors works. It is better to invest in prevention than spend money on intervention
- Decrease opportunities; education
- We need to get to the caregivers proactively. For self-care raise awareness with medical community
- Prevents some of the problems that might develop
- Need increased education. Increase monitoring and reporting
- Prevention starts with education. I believe there is a barrier is lack of referral by the medical community -> start with DDA - referral
- Options - need to promote what the options are when family member involved - more public information on buses-cabs-flyers?
- A need education for those involved. Doctors need to be educated. Family needs to educate
- physicians, counselors, clergy need to be able to refer
- taking away one's independence. Marketing skills taught through schools
- Training and education is the most important prevention effort.
- notify B institutions develop stricter rules on solicitors
- The need for education - it needs to begin when people are younger so they can become more aware. Approaching the elders on potential abuse and discussing it with them.
- Education on how to prevent elder abuse
- The more someone hears about, the more they will understand
- cheaper and more efficient to avoid problems rather than fix something broken
- Decreasing ??? of opportunity
- It would eliminate/decrease the need for monitoring/reporting and intervention
- Prevention is always better than dealing with something after the fact
- Education is crucial
- To educate the community on what elder abuse looks like some abusers may not be aware they are abusive
- Everything begins with education and communication
- Waiting until signs of abuse are clear is often too late
- We need education
- Training needs to be repetitious/to be timed to when people need to hear these prevention issues
- Education on abuse, scams
- "An ounce of prevention is worth a pound of cure"
- Education, define abuse, reporting - anonymous
- Reporting abuse
- The prevention and education perhaps the ??? that would occur
- We need to define abuse. Educate caregivers, banks, general public
- Start 1st with care workers and work out
- Educate 60-75 year olds. Get to them before they need it and use obvious - AARP, Aspen Clubs - consider churches
- Many examples of care providers under educated and operating incorrectly

- lack of knowledge of what to do
- It helps all
- That education/proactive outreach is incredibly important as it is so difficult to remedy abuse after it has occurred
- education - a must technique and approach
- Education
- Prevention is the best cure. Be aware of efforts to be taken advantage of
- Increase penalties
- Education and resources. Knowledge is "power" and "empowering"
- Early intervention efforts. Shining a light on the issue early in someone's life
- Urging more compassion for seniors by neighbors, church family etc.
- Use of institutions, neighbors, family and special forces
- Just awareness that this is a real concern and abuse
- Publicize the problem and education
- Good neighbor policy. Always be monitoring
- If education and communication does not start at a younger age by the time it's eminent and urgent it's often too late
- Follow MADP model, publicize a case to make it "personal" to babyboomers. Dr. Phil/ SR Law Day
- State farm approach, offense services
- Awareness could have a big impact. Create alternative symbol to pink ribbon for elder abuse. Create P.S.A. asking people have you seen "this warning sign?"
- Define abuse, educate caregivers, educate financial institutions
- Must treat with respect and kindness while giving care and report any abuse

Approach 1: Increase prevention efforts

What concerns do you have with this approach?

- What agency will coordinate and provide service or oversight and where will funding come from?
- Outreach on preventative efforts: is there enough? What about homebound clients?
- How to reach those most in need of education
- Collaborations with businesses for funding is underutilized, also concerns with the concern that this may increase abuse (ethical falsehood)
- it is not easy, quick, or cheap. It is not a one-off solution
- Repercussions
- Needs breadth to cover all groups from young children to elderly. As proposed focused on "organizations"
- Concerned it will not reduce enough
- People are not interested and choose not to participate
- Educating and informing general public is a challenge
- community networking does not necessarily include youth and how to raise awareness to them
- How do you get the relevant information to the people that need educating?

- Reaching target audience difficult
- most elderly do not leave their home to get educated. Reaching that population would be difficult
- People full through the training programs -> concern that they bring more bureaucracy, burden on caregivers
- The literature does not reach the ones that need it most
- None
- Funding. Need to reach the general public and isolated vulnerable individuals. Need to develop practical ways to do that.
- Elders are likely reluctant to self-identify; opportunity costs are high for education; challenge of reaching those most economically and society in need
- Difficult to connect with people with no consciousness
- Not reaching enough elders thru education. ?????
- how to reach those that are isolated
- probably funding
- It's important not to inadvertently blame victims. Keep the focus on perpetrators
- first community awareness needs to be addressed
- In my opinion, there isn't a downside to prevention
- Doctors don't seem educated as to resources. Systems of outreach need developing
- Who? What type of coordination. Funding
- Increase in awareness equals need for more services. need for increased money
- money. Time
- coordination. Cover cost for distributing and educating. Who will take responsibility
- elder abuse conjures up pictures of older people tied to their beds or beaten - it isn't always that
- this should be done targeting different audiences, at the right time to be effective
- corrupt people working at banks
- It is not targeted to the right audience or level of understanding. They may not feel they are being taken advantage of.
- How do we disseminate the information to isolated seniors?
- some people may want to block out the information
- hard to evaluate
- Identifying those that commit crimes - not just families and ??? businesses, etc
- How to integrate spiritual aspect into all this
- It requires planning, participation and motivation
- Identifying strategies that would prevent abuse might be difficult
- overeducating to see immunity
- the possibility of increased abuse through education
- challenges in getting people aware of problem
- cost
- money. Time
- It does not easily target the socially isolated individual
- shotgun, limiting communication, who will provide resources, target audience, mail

- the difficulty with our increasingly diffuse communications in society, effectively getting these issues focused
- who provides education? Hospitals, but maybe late
- how do you reach a large population - really needs to reach far
- not big readers, not educated, not interested
- how do we address it?
- Time/money
- The training/education that would need to go into preventative measures would need to be consistent and well-instrumented
- people need to want to be educated
- none
- Sometimes people become so worried about scams that they don't trust anyone
- The risk of the elderly feel infantilized by the "protective" moves made.
- Not sure how to do it enough to have the impact needed
- hard to convince younger people
- elder people - reaching elder people. Not after a crisis has happened.
- too much of a shotgun approach. Have a hotline number
- What age do you begin? At college age, all retirement age or how to have that identified time
- Permission from victim. Ethnic, cultural norms may support or not support enhanced punish
- finding ways to educate staff and elderly

Approach 2: Increase monitoring, reporting, and intervention

What is the most compelling argument tied to this approach?

- Attach a fiscal note to mandatory reporting to fund additional case management work on collaborative/collaboration among government agencies, private sector agencies to communicate on issues of abuse and referrals for services
- This sets an example for the public
- Abuses need to recognize there are consequences and punishments
- Puts a stop to abuse already going on
- If done correctly it can be useful in identifying problem areas.
- Mandatory reporting law is vital and effective. Doing more to get seniors onto no call lists or at least aware of the option is a great idea
- Because abuse is so difficult to prevent we must increase penalties -> deterrent needs
- develop education programs to help individuals deal with reporting family members
- we need mandatory reporting of abuse since we are on of 3 states who don't have the law in place
- I'm not a fan of legislating behavior
- pass state law requiring mandatory reporting
- Increase. Safety of isolated seniors or adults
- systematic approach - people may not "fall through the cracks"

- Repetition is still one of the most effective teaching methods. The more something is presented, the more apt it will stick
- Decrease in unreported abuse. Avoid enabling, encouraging illegal behavior. Help perpetrators' take responsibility
- Let aides report abuse then see and listen to them
- Yes, mandatory reporting
- Enforcement and reporting creates awareness of ??? consequences for abuse; mandates to report protect those unable to educate for themselves
- Under-recognized underreported and under-prosecuted
- Encourage family and friends to pay attention to their older family members/friends and report anything unusual. They should seek out available resources for assistance.
- ways to increase self- reporting. Education and re-assurance that they can reach out
- consider support group for victims and abusers
- mandatory reporting is needed
- It helps hold perpetrators accountable. Gets education and awareness out there
- increase public awareness, develop education programs
- 47 states have mandatory reporting - these states have "figured it out"
- Increase monitoring by law. Levels of punishment. Available resources
- Hopefully will lower incidence with increased awareness that the community is on guard.
- mandatory reporting
- need to reduce each of reporting. Mandatory reporting
- will take time
- fear of retaliation. Incorrectly reporting. Who will suffer because of this report.
- reporting abuse is something that can be a very difficult thing to do because of the sensitive nature
- create a checklist for to recognize abuse
- It is better to report a potential abuse, even if it is untrue, than to let it go which could lead to further abuse.
- Creating an atmosphere of acceptance so people feel comfortable talking about/reporting abuse
- It's better to report and have it go through the system and find it was fake than not report it
- Victims of elder abuse rely on others to make the care for them
- Only one involves legislative hand (yikes)
- It's a 'no brainer' - needs to be done -
- Mandatory Reporting
- mandating the reporting of abuse
- victims cannot or will not advocate for themselves
- increase efforts to recognize abuse
- "victims of elder abuse often cannot advocate for themselves"
- making it easier to self report-getting up protocols to make this happen!
- more electronic access to seniors and more scams

- Increase monitoring and reporting
- to communicate that there are consequences to abusing the elderly
- Reporting is urgently needed because victims don't come forward
- Being identified as such
- If more abusers held accountable because of the above, perhaps would be fewer doing it if knew more likely to be caught and punished
- passing a mandatory reporting law
- it's what needs to happen to help decrease incidence people need to know there is a consequence to getting caught
- need for mandated reporting
- embarrassment of victim
- bring the issue forward
- It would hopefully alleviate a number of cases of abuse
- mandatory reports. Use penalties. Knowledge of resources
- to pass a mandatory reporting, education/outreach
- Trying to get more lawful monitoring of senior or handicapped monitoring
- increased penalties
- Bad behavior warrants consequences. Consequences may not all need to be "legal". They need to leverage societal mores and individual values of self esteem
- the need for mandatory reporting
- Maybe some could be stopped before it gets bad
- education and advocacy monitoring
- Elderly people's finances especially in these poor economic times will be more prey to the wolves over finances. How can we provide more financial security through banks for double signatures or limited amount withdrawals and watch dogs over bank accounts
- Enlist vet homes, hospital, etc to do monitoring
- Publicize available resources
- Offer services ongoing not just as a 1-time effort
- mandatory reporting
- private conversations, publicize, "211" elder laws.
- mandatory reporting in CO
- if problems are seen, approach the people in charge

Approach 2: Increase monitoring, reporting, and intervention

What concerns do you have with this approach?

- Mandatory reporting won't solve the problem
- Funding. More education on how to recognize what abuse is?
- Convincing victims to report and press charges on family members
- That this hidden problem may become more hidden if those who are able to report on family find that their loved ones will receive harsh punishments
- can be difficult and cause even more conflict in a family, for change
- Can create mistrust and can be very intrusive if done incorrectly

- Funding of services needs to improve at the same time as a mandatory reporting law is passed, or disillusionment may result.
- how to finance? Without money the law would be more harmful
- if mandatory reporting is passed without adequate money, then the public may find APS response inadequate
- the extent to which they are taught may influence them to report or not. Could cause more conflict
- elderly people who have dementia need advocates
- Needs funding and legislators will view this as discretionary
- most abuse is done by family with no outside people knowing about the abuse so it doesn't get reported
- cost
- In all, is fighting for mandatory reporting priority? Or is money more useful elsewhere - prevention etc
- There is still a segment of the population, unfortunately, that cannot comprehend what is taught
- Stresses involved for elders concerned, and for family, others who are likely to "get in trouble" with legal issues
- The bullies will leave and there won't be enough staff
- The privacy paradigm of current older generation
- Enforcement costs are high - who will pay for additional administration and infrastructure required by mandatory reporting
- How do we actually reach isolated, scared people?
- Reluctance to report abuse offending family members
- ensure that certain professions do not harm relationship with older adult clients by being required to report
- It requires major funding that people don't have
- funding
- Money and resource constraints
- money, time, fear
- Bipartisanship/ Funding
- Increased service. Increased need for money. Where to come from
- none
- fiscal note in legislature
- cost. Family issues. Mandatory reporting
- not thoural checking...
- These should be guidelines educators and training with respect to reporting
- accusing someone who is innocent
- If you report presumed abuse and it is not true, what damage do you do to your reputation, the person you acused, the relationship, etc.
- Possibly difficult with some ways of life/upbringings
- Even if its report- the elder may not want to report it
- mandatory reporting includes the risk of misreporting or retaliative reporting
- After the fact

- False accusations. Can be reported
- If mandatory reporting - how are we supporting our services to make it possible?
- What happens to the individual since the funding has been decreased state wide which results in lack of having opportunities for the victims.
- funding for services/supports must be increased
- cost
- \$. Funding to make mandatory reporting and follow through
- A lot of fear around reporting - no one wants to be wrong
- do not calls for elders overcome fear need one stop calls for abuse "hot line" for seniors. Funding? Government must follow through not just give #
- accountability for those doing the reporting
- Anonymous - could lead to frivolous complaints. Confidential would be better
- some people may be reluctant to report abuse because of a fear of having their name given to the person the complaint who filed against
- People won't do it because of fear - they are often at the mercy of this person so they don't want jeopardize
- overbearing government. I love my country - but I fear my government
- education of perpetrators as to what they have done and consequences
- funding to provide the needed services for the increase sources
- The system needs to be more fully funded, supported and trained so that it can support the system
- Everyone be mandated reporters. More resources explained
- affording cost of monitoring referrals and cases
- Sometimes people try to over monitor and make seniors feel less independent
- that it may deter some people from cutting in by expecting someone in authority to make the call.
- How to do this without the chance of wrongly accusing someone
- how can this be implemented?
- neglect of older people
- The resistance of a victim because they don't want the perpetrator (if a family member) to get in trouble
- need \$ for increased staffing, media, and official space
- does mandatory reporting attorney increase reports
- make a plan on a weekly basis

Approach 3: Change the culture concerning aging

What is the most compelling argument tied to this approach?

- K-12 education. Fund and support safety net programs and services that serve older and disabled adults to help them reach services and navigate the system in both the private and public sector. Develop a program to reach isolated at-risk adults.
- Making social programs for the elderly more sustainable b getting more young folks involved.
- It's the only hope for long-term improvement

- Absolutely - developing creative partnerships to create intergenerational harmony and even exposure is necessary
- it would have position effects in other ways
- Some core values need changing. If you cannot work you do not count
- it is critical that we value our elders and do right by them. We need to mine their wisdom and experiences
- If these efforts worked to change our culture, I think it would be the most effective approach
- Work with k-12 and higher education to strengthen interaction and respect for elders
- there are going to be more of us left so treat us right
- Work with K-12 education systems to strengthen elder support
- exposing younger people to the plight of the elderly and giving them opportunities to interact with elders
- increase sense of community
- fund and support programs that benefit elders. Make programs a priority
- root cause. If this doesn't change, the rest seems like bandages. Will enhance many other issues.
- There's a lot of negative portrayals of seniors in the media
- Age is just a number. It has nothing to do with health, intelligence or ability. Many people die in the 50s and others live to be a hundred
- Education. Media coverage. More programs, like this, dissemination of info by involved organizations
- teach about generational division
- The current culture of aging views older adults as a liability and financial burden. Not valued.
- Older adults are wonderful resources and should be valued. Our culture focuses on youth and beauty and often neglects the important contribution of the elderly
- As baby boomers ??? and the percentage of our population over 65 dramatically increases in the coming years, our communities will need to adjust how they view their older residents
- Changing the culture concerning aging in our society - create an atmosphere of compassion and understanding and patience so that older folks aren't intimidated in coming forward to report when unusual things have happened to them.
- The culture may actual change by default. The large number of people moving into our old age will certainly foster change!
- Elders need to report abuse or other family members need to be involved in changing culture to speak up!
- More exposure for younger adults and teenagers to elder abuse issues to increase awareness
- making seniors looked upon as valuable
- It gets to the root of the problem ->age-ism. It is proactive and positive
- youth oriented culture needs to be addressed
- need to work to change "ageism" - negative views at aging

- nurture connections
- Prevention of elder abuse
- Culture changes very slowly. Culture is now closely tied to technology. We don't know how this works
- difficult to get buy in
- lack of understanding. Generation gap
- Bridging the intergenerational gap
- cultural differences
- It's important to bring together the different generations to help bridge the gap between any cultural differences
- Improve seniors' view of themselves (my age is ok/acceptable)
- it's important to teach the kids to value older adults
- I plan to take reports of this meeting back to our local church leaders because there needs to be a spiritual dimension using power of love
- older residents as community resources
- I'd rate this #1 of the 3 approaches. Intergenerational intercourse is vital
- Older folks are an asset to helping change the culture - being examples for their family, children and grand-children to respect the elder generation.
- We need to respect our elders more and be more pre-active
- Increase the potential for higher education for the need in caring for older adults
- look at cultures who value and respect elders
- adjust perception
- work with k-12!
- anti-aging public education has to be accompanied by actual family interaction
- Need to educate people that "It is ok to get old" so older adults are respected
- As I grow older, I'd like to be given the respect I gave my elders when I was younger
- Mixing generations would lead to better understanding
- If more respect and honor towards elderly might result in fewer people disrespecting them and taking advantage of them
- Developing programs to match up elderly with young adults to help with daily needs or just establish a relationship with them
- It needs to start young - to have respect for the elderly
- Japan, appreciation of the elderly, the sages of society
- less abuse
- keeps people safe - the more eyes the better
- It would be more effective if this was a "human" issue, and not an "older person" issue
- enlightening, teaching in a way to make subject safe
- educate on 211, encouraging intergenerational programs, support grandparents of good children
- The need for more inter-generational action. Exchanging ideas and life experiences
- misstatement of facts is rampant
- we all will grow old, god willing

- Empowering people to be brave and shine the light and share the stories to make it personal
- From birth, children should be taught to respect and help older people
- information - relation of young to elder. Respect for the elders
- We need to approach the younger with a pop song. Helping earn the respect for the older generation and honor them
- ?
- Support community or ??? encouraging intergenerational interaction
- start now
- employee education talks. Start abuse education when start retirement planning
- training younger generations. Happens along with approach 1 and 2
- Inexpensive, long lasting, "sticky" impact
- Promote activities that mix various youth with the elderly
- always someone may have a better idea. But decide which methods work

Approach 3: Change the culture concerning aging

What concerns do you have with this approach?

- Funding
- How do you get young people involved?
- No concerns, but it can't be the only approach
- creating cultural change is difficult -> the problem becomes too large
- the success of this is least likely of the 3
- Youth driven culture
- changing culture is difficult and takes time
- It is very difficult to implement or orchestrate. Massive cultural change is hard to effect.
- how to educate and implement programs
- students may take this on face value, but not comprehend it. Take action than listen; NOT for a grade
- Making sure that education and exposure get to the right audience
- long term, hard to evaluate outcomes
- changing the whole is difficult
- Deeply personal, so tied to cultural beliefs
- It's pervasive throughout our youth oriented culture
- The public's mindset must be changed. Set opinions must be changed.
- None
- ageism
- How do you change bigger values
- Potential for resentment for younger generations towards the decisions, ???, and legacy of older generations. Further resentment at shouldering costs for services that are unlikely to be reciprocated.
- Would like to see k-12 and higher education have mandatory (curriculum) to volunteer with their local senior centers
- All 3!

- We will be making things up as we could be good or bad
- Reluctance to change!
- change core USA Messages: youth driven, that if a person works hard enough they can make it big
- It's very hard to implement in a concrete way. Requires resources of time and money (scarce)
- long term process
- none seen
- encourage intra-cultural as well intergenerational activities and opportunities
- We are global we are so transient
- changing cultural norm is very difficult and take years - that's if everyone agrees
- encourage opportunities for intergenerational opportunities. Encourage businesses to provide ways to keep families together. Work with churches to restore honor to aging
- value placed on seniors
- Many older adults focus on what they've lost rather than what they can do
- the culture values younger people and will be very difficult to change
- I plan to take reports of this meeting back to our local church leaders because there needs to be a spiritual dimension using power of love
- Technology is creating more differences in communication - which can make it more difficult for seniors to participate
- How to increase this? Get different generations together!
- Beautiful concepts have failed application. Generation gap. Open up awareness to offenders.
- Break down of family units
- supporting services and availability
- Efforts must be made continuously - but know that 'culture change' evolves over a long time
- cost
- It takes so very long to make a change in culture
- electronic age has separated the generations so much!
- Funding, seniors need to understand it is ok to get old. Respect or honor older adults. Neglect of older adults.
- The task is daunting to try to reverse the tsunami of erosion of Judeo-Christian values in a constitutional republic
- The elderly can be secretive and unwilling to share their concerns so they might be reluctant to trust a young adult
- difficult to do
- no feedback or control
- important in all cultures
- no concerns
- It's difficult to change effectively without having the right folks in the room
- Eliminating "fear" of by staff, community members, family, person
- none

- This needs to be more voluntary
- #1 strong penalties against overstating qualifications
- This takes a long time to illustrate impact
- Parents must be willing to do this
- more interaction with elders and younger generation to grow to develop the respect for the elder generation
- ?
- the non acknowledgement that elder abuse is an issue
- don't try to find perfect solution; just get started. Service org's are dying; people volunteer individually
- cultural changes are difficult to enact. People are reluctant to ask for help

What three actions do you most support to help stop Elder Abuse? (individual, institutional, and/or governmental)

1. Education - K-12 as well as adults. 2. Fund and support services and program that reach at-risk and isolated older adults

1. Preventative education. 2. Volunteering in you community with elderly. 3. Mandatory reporting

1. Make people aware of problem. 2. increase penalties for abuse. 3. value older persons

1. Mandated reporter laws. 2. Collaborations with business community (esp. for funding). 3. having one - common, loud voice from advocates

1. Mandatory reporting of abuse 2. Education: signs, actions, resources, reporting abuse. 3. Appreciate the elders

1. Pass mandatory reporting law for CO 2. Encourage position intergenerational opportunities

1. Mandatory Reporting Law 2. Advertising on TV about elder abuse 3. Training programs that train people who have credibility with the elderly population. Ie. Seniors helping seniors

1. Use the promotora model for peer to peer education and training 2. Pay employees more - value the employees who care for the elderly 3. youtube video highlighting the elderly - GO BETTY WHITE!

1. laws 2. regulations 3. education

1. mandatory reports - governmental 2. Institutional - Education 3. Individual responsibility - stop being victim

1. Intergenerational projects and dialogues 2. Mediation or alternative-to-sentencing for families to work on their issues

1. Passing a mandatory Elder Abuse reporting law in Colorado 2. More positive portrayal of seniors in the media (movies, TV, ads, etc. 3. More widespread information about various types of elder abuse via home healthcare workers, police, EMTs, social workers, TV, newspapers, D.A. offices in elder abuse

1. Better coverage in the media 2. More funding (good luck!) 3. Changes in attitude of the public

1. Governmental is essential for enforcement 2. Individual and institutional are critical as well 3. Educational is crucial!

1. Reveal the hidden abuse that staff and families do not see. 2. Bullies don't hit people or steal from them when staff or around

1. Pass mandatory reporting legislation 2. Limit access by soles solicitors and protect older adults from internet/electioner violations 3. Fund programs that benefit older adults

1. Mandatory reporting coupled with financial fees for abusers to offset enforcement costs - self contained model 2. Personal and cultural shift towards embracing the elderly; or entre country is on the cusp of a significant ????? 3. Help to remove barriers to self-identification and self reporting as well as to prosecution

1. K-12 and higher education (mandatory curriculum) for volunteering 2. financial reform for banks and institutions in recognizing theft of elders

1. Individual - report elder abuse and stop it or speak up 2. Institution - more education through country and city ??? Articles in senior publications 3. Government - Colorado needs legislation on elder abuse reporting today!

all the above

All 3 together - multi-pronged approach works best. I would be willing to help on an individual level

public awareness

1. raising awareness with and for family caregivers since they are the "backbone" of our long term care system

1. Education 2. Community 3. Laws

all

1. mandatory reporting 2. educate doctors and other agencies working with elderly 3. work to change attitude about value of seniors

1. educational campaign 2. programs that expose value in older people

Pass mandatory reporting laws

1. Individuals practicing prevention via trusts 2. Banks reporting being mandatory 3. Tougher prosecution of thieves

More education and outreach to the general public and more to seniors for more awareness of abuse, especially family members

1. Mandatory Reporting 2. Distilling fear is reporting 3. Supporting services to help

Resources made available made available and knowledge given to community members

1. Education 2. Establish mandatory reporting 3. Create awareness so that funding becomes a priority

1. Train professionals to spot signs of abuse 2. Mandate reporting 3. Volunteer targeted door to door education

Individual - it's personal, can be prevented and treated on a personal level

mandatory reporting

Institutional or governmental could work individual. Action is rather difficult - would hardly take place

1. Communication 2. Education 3. Enforcement of existent law, rule, regulation, policy and practice and reform what needs to be improved

Reporting and following up on such with government etc. Getting mandatory reporting made with ???

combination of all

1. Mandatory reporting law 2. hotline to call to ask questions and get resources to stop elder abuse 3. setting up a trust for the elder to protect them from financial abuse and the ft

education, education, education

1. More education of public 2. 211 - answers on aging 3. Other resources in community better prosecution of perpetrators

1. Proper training of professionals 2. Open communication - remove the stigma of talking about elder abuse 3. Empower individuals to ask questions and "say no"

1. All 2. Individual responsibility 3. Government passing law

1. Mandatory reporting (govt) 2. Early education of young people (inst) 3. Talking about the problem with everyone in my circle of influence (individual)

1. More awareness of the problem 2. More in medical community have a rapport with seniors to learn if they are being abused

1. Individual be more aware and be more active in a watch dog approach 2. Institutional - we need more financial institutions in support to be more assistance to the elderly 3. Gov. We need laws with consequences to enforce the protection

1. Increased media reporting 2. Mandatory reporting 3. More emphasis on personal need to be aware and report for their neighbors

Mandatory reporting of elder abuse in CO

Assessment Questions

The back page of the participant worksheet included several evaluation questions concerning the event. Each question asked the participants to choose between "Strongly agree," "Agree," "No opinion," "Disagree," and "Strongly Disagree," and provided a space

I was satisfied with today's expert panel discussion

41 chose "strongly agree" and 36 "Agree," no other options were chosen.

Comments added to this question:

- good comments from all
- Good general information
- Great flow and timing. Well prepared.
- great variety in guest speakers
- I have a great deal of liking and respect for Larry Abrahamson and even more for Cliff Riedle.
- well-designed and moderated. Kides worked better for some than others

I was satisfied with today's small group discussion

33 chose "strongly agree," 43 "Agree," and 1 "No Opinion." No other options were chosen.

Comments added to this question:

- CSU's Conner did a good job
- Good suggestions. Public advertisements would inform the most

- good variety and everyone participated
- Had to leave prior to small group discussions
- Wandered just a bit, but overall very good
- we had great ideas and good discussion points! Nice job by our student! (Conner)

The facilitator was helpful

35 chose “strongly agree,” 42 “Agree,” and 1 “No Opinion.” No other options were chosen.

Comments added to this question:

- Connor was excellent. Managed the discussions well; kept the group focused and calmed the group down when it became passionate
- good job
- had to leave prior to small group discussions
- He was great
- Helped keep the discussion going
- kept us on task!
- Kevin did a nice job. 3rd time I have been involved - stadium and PSD Superintendent the 1st two times
- So good!
- Would have liked to focus more deeply on one approach

Elder Abuse is an important issue we must do more to address as a community

65 chose “strongly agree,” 13 “Agree,” and 1 “No Opinion.” No other options were chosen.

Comments added to this question:

- Both personally and collectively as a community

Due to today’s program, I understand better how to recognize and address elder abuse

25 chose “strongly agree,” 44 “Agree,” and 6 “No Opinion.” No other options were chosen.

Comments added to this question:

- Already have extensive info on but the presentation/discussions were excellent
- Thank you all very much
- Would have liked more discussion on this - elder abuse is very difficult to discern sometimes - especially financial

Do you have any specific concerns, suggestions, or comments you would like to share about this process?

- Come to Longmont and Loveland
- consider support group or forum on abuse
- Displays and forum and small group time were vey effective. Practical examples instead of generalities would improve session. E.g. can elder abuse be categorized and then addressed individually?
- Do this for every social problem, please!
- Excellent and very worthwhile

- Excellent program and speakers! Thank you!
- Excellent 'program'. Repeat, and disseminate even more widely through media
- Government debt builds resentment between generations. Young people desire what their parents have and get angry that it takes so long to live their dreams. They resent paying taxes for things they don't have
- Group may not be seeing the reality of what really goes on when no one is looking.
- Hopefully this forum can be presented again to a wider audience
- Keep up the good work Martin et al!!!
- Making reporting mandatory with ???
- Many seniors do not have access to computers; not being given an option to register by phone was a hardship to source seniors. Elder abuse?
- More education through media, direct mail, churches, etc -
- more public knowledge of resources and help available
- Re: Name Tags were typed with small letter - why not use full space with felt tip pens so we can read them?
- Thank you so much! I learned a lot
- Thank you, and we need more meetings like this.
- Thank you-very informative!
- Thanks for doing this
- There are always resources we need to involve
- Very good. We needed more time.
- Very informative
- Where do we go from here?

Appendix A: “What can we do to stop Elder Abuse?” Discussion Guide

Brief explanation of the framework:

The next four pages include the discussion guide developed for this event by the Center for Public Deliberation. It follows an “National Issues Forum” style framework (visit www.nifi.org for more information) to spark community discussion. NIF guides typically frame issues in terms of a common problem most would agree is a problem, and then present at least three different “approaches” to addressing that problem. Each of the approaches are framed as options that have both clear advantages but also significant concerns or tradeoffs. The framework, in other words, recognizes that difficult problems do not have any “magic bullet” solutions that can solve them without significant tradeoffs. The guides are thus designed to spark the difficult conversations that democracy’s require of their citizens.

The three approaches should not be seen as mutual exclusive, or even as “choices” to pick from. The approaches are structured to ensure a full conversation concerning the issue, but in the end, any community would likely need to combine and go beyond the approaches in important ways.

For this event, participants read over the approaches, and participated in 10 minute discussions concerning each approach, and completed a worksheet as they went asking them about the most compelling argument for each approach and their greatest concern with each approach. The focus on both the positives and negatives of each approach work to help participants realize that even their most favored approach has tradeoffs, and even their least favored approach has positives aspects. The conversation thus works to move away from the typical polarized discussions that occur in our political climate.

This particular framework was developed specifically for this event by Martín Carcasson from the Center for Public Deliberation, with assistance from the City of Fort Collins Human Relations Commission.

What can we do to stop Elder Abuse?

Goals for Tonight’s Forum

- To increase awareness of this critical issue
- To educate our community about the existing resources to address elder abuse
- To work together to consider how we can improve how we address this issue as a community

Facilitated Discussions (6:15-7:15pm)

During the final hour of today’s forum, you will have an opportunity to discuss the issue with those at your table, facilitated by students or volunteers connected with the CSU Center for Public Deliberation. During that time period, you will react to both the information in this document, as well as additional ideas that you will hear during the panel discussion, the Q&A, and at the community resources tables. We hope you use this document to capture those additional notes and ideas as they arise, so we left you plenty of open space on the following pages.

This document is organized around three broad approaches to addressing elder abuse in our community:

| |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Approach 1: Increase prevention efforts |
| This approach focuses on proactive efforts to decrease the likelihood that elder abuse would occur, primarily by educating all the various relevant audiences connected to the issue. |
| Approach 2: Increase monitoring, reporting, and intervention |
| Elder abuse is under-recognized, underreported, and under-prosecuted. This approach seeks to change all three of those situations by increasing the monitoring and reporting of elder abuse, thereby ramping up the frequency of interventions that stop current abuse and adequately punish abusers in order to prevent future abuse. |
| Approach 3: Change the culture concerning aging |
| Elder abuse is a symptom of a broader problem in our culture of a general disrespect for seniors and issues related to aging. Our best move forward is to focus on changing the broader culture and sparking more intergenerational interaction and regard. |

The three approaches are not necessarily mutually exclusive—we could do all three—but nonetheless provide a chance to organize the conversation and drill down deeper on some of the key concepts. This process is also based on the assumption that there is no “magic bullet.” While each approach has clear advantages, they each also inherently have tradeoffs that must be considered as we work through how to address this important community issue. In order to best capture the advantages of each approach while minimizing or avoiding the tradeoffs, we will consider how a broad range of stakeholder can support each approach (individuals, organizations, key institutions, government, and the community as a whole).



Approach 1: Increase prevention efforts

This approach focuses on proactive efforts to decrease the likelihood that elder abuse would occur, primarily by educating all the various audiences connected to the issue.

Arguments in support

- Elder abuse can best be stopped by inoculating potential victims as well as victimizers before hand
 - Elder abuse is often a crime of opportunity, therefore decreasing those opportunities is critical
 - Waiting until the signs of abuse are clear is often too late.
-

Potential actions:

- Work with elder care facilities to train staff on recognizing the signs of elder abuse and to work with residents and their families on prevention efforts.
 - Further develop training programs and career paths for those that are more passionate about working with older residents to meet the growing need
 - Strengthen regulations concerning hiring practices at elder abuse facilitation.
 - Work with hospitals, senior centers, law enforcement and other institutions working with elders and their families to include information about elder abuse
 - Work with banks and other financial institutions to train their employees regarding elder abuse
 - Work to reduce isolation of elders through multiple means
 - Develop community groups and non-profits dedicated to preventing elder abuse, in part by helping develop and support educational programs
 - Develop stricter rules of how sales solicitors can gain access to elders, and limit access as necessary to the internet or financial institutions.
-

Concerns or tradeoffs

- Elder abuse can be a very difficult issue to discuss, and audiences will be reluctant to volunteer to attend educational sessions
- Many of the institutions connected to elder care are already overloaded, and expecting new educational programs and trainings will increase that strain. Many are also already supporting such programs, but they have not been effective.
- Prevention efforts may unduly restrict the freedom for elders to make their own decisions about financial matters and purchases.
- A focus on the prevention of elder abuse may have detrimental effects by created a culture of fear or highlighting the potential of abuse in a way that attracts more abusers.

Approach 2: Increase monitoring, reporting, and intervention

Elder abuse is under-recognized, underreported, and under-prosecuted. This approach seeks to change all three of those situations by increasing the monitoring and reporting of elder abuse, thereby ramping up the frequency of interventions that stop current abuse and adequately punish abusers in order to prevent future abuse.

Arguments in support

- Because elder abuse is under-recognized, underreported, and under-prosecuted, the best step forward is to increase efforts to recognize and report the abuse, and prosecute abusers.
 - Because elder abuse is so difficult to prevent, we must increase the penalties in order to send a clear message to everyone that it will not be tolerated.
 - Victims of elder abuse often cannot advocate for themselves, and reporting abuse is often limited because of the shame or fear that may be involved, therefore victims rely on others in the community to make the case for them.
-

Potential actions

- Develop and support mechanisms to support self-reporting
 - Pass a state law requiring mandatory reporting by social workers, doctors, and other professionals to report suspected abuse to police or adult protective services (Note: Colorado is one of only a few states that does not have a mandatory reporting law, but the general assembly has formed an Elder Abuse Task Force to study the issue and prepare recommendations for 2013).
 - Increase funding to law enforcement agencies and institutions such as Adult Protective Services so they can expand their investigation capacity and develop expertise on elder abuse
 - Increase penalties for those that victimize older adults
 - Develop education programs that help deal with the difficult cases of individuals needing to report fellow family members
-

Concerns or tradeoffs

- Elder abuse is often a difficult crime to recognize and report, particularly because so much of the abuse is either self-afflicted, or committed by family members. False accusations can make devastating impacts on families and organizations.
- Increasing monitoring and reporting requirements will require significant funding, which is in low supply from government sources, and will increase already high costs for elder care if mandated for private companies.
- Increasing the punishments for elder abuse may actually cause even more underreporting, particularly when the abuser is a family member the victim wants to protect.

Approach 3: Change the culture concerning aging

Elder abuse is a symptom of a broader problem in our culture of a general disrespect for seniors and issues related to aging. Our best move forward is to focus on changing the broader culture, sparking more intergenerational interaction and regard, and reformulating what it means to grow older.

Arguments in support

- As baby-boomers retire and the percent of our population over 65 dramatically increases in the coming years, our communities will need to adjust how they view their older residents
 - Many other cultures have a distinct respect for elders and see them for the value they provide to the community in terms of lived experience and developed wisdom.
 - Older residents can be critical resources for communities, but too often they are disconnected. Changing the culture surrounding aging could then have numerous additional benefits to the community.
-

Potential actions

- Develop publicity efforts to work toward transforming the anti-aging culture
 - Work with K-12 and higher education institutions to strengthen intergenerational interactions and respect for elders
 - Develop and support community organizations focused on sparking intergenerational interaction
 - Fund and support programs that benefit older Americans, particularly safety net services, public transportation, and health care.
-

Concerns or tradeoffs

- Changing culture is very difficult and a long term proposition.
- Focusing on changing culture as a whole will not do enough to address the prevalence of elder abuse occurring presently.

Appendix B: Elder Abuse Summit

Participant Worksheet

| Approach 1: Increase Prevention Efforts | |
|---------------------------------------------------------------------|-----------------------------------------------|
| What is the most compelling argument tied to this approach? | What concerns do you have with this approach? |
| Approach 2: Increase monitoring, reporting, and intervention | |
| What is the most compelling argument tied to this approach? | What concerns do you have with this approach? |
| Approach 3: Change the culture concerning aging | |
| What is the most compelling argument tied to this approach? | What concerns do you have with this approach? |

What three actions do you most support to help stop Elder Abuse? (individual, institutional, and/or governmental)

I was satisfied with today's expert panel discussion

Strongly agree Agree No opinion Disagree Strongly disagree
Comments:

I was satisfied with today's small group discussion

Strongly agree Agree No opinion Disagree Strongly disagree
Comments:

The facilitator was helpful

Strongly agree Agree No opinion Disagree Strongly disagree
Comments:

Elder Abuse is an important issue we must do more to address as a community

Strongly agree Agree No opinion Disagree Strongly disagree
Comments:

Due to today's program, I understand better how to recognize and address elder abuse

Strongly agree Agree No opinion Disagree Strongly disagree
Comments:

Do you have any specific concerns, suggestions, or comments you would like to share about this process?