

Elder Mistreatment Interventions and Resources in AANHPI Communities

The National Asian Pacific Center on Aging (NAPCA)'s goal is to reduce Asian American, Native Hawaiian and Pacific Islander (AANHPI)'s exposure to elder mistreatment by educating our community on this important issue and raising awareness of resources and formal programs, such as Adult Protective Services (APS). We all have a responsibility to prevent, report, and respond to elder mistreatment of all kinds in our community.

Signs of Elder Mistreatment

Elder mistreatment can include neglect, physical, emotional, financial, or sexual abuse. It is up to all of us to prevent and report suspected elder mistreatment. Signs include but are not limited to the following:

Emotional & Behavioral Signs



Increased fear or anxiety



Isolation from friends or family



Unusual changes in behavior or sleep



Withdrawal from normal activities

Physical Signs



Dehydration or unusual weight loss



Missing daily living aids (glasses, walker, or medication)



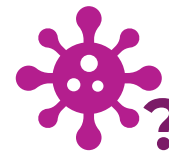
Unexplained injuries, bruises, cuts, or sores



Torn, stained, or bloody underclothing



Unattended medical needs



Sexually transmitted diseases without explanation

Financial Signs



Fraudulent signatures on financial documents



Unusual or sudden changes in spending patterns



Unpaid bills

Community-Based Organizations (CBOs) play a critical role in bridging community members with formal agencies and resources. Local community social organizations and religious institutions tend to be culturally acceptable and trusted sources of help for AANHPI elders. CBOs must be aware and equipped to respond when elder mistreatment is suspected.

Need help connecting with a community organization near you?

Contact NAPCA at research@napca.org.



Intervention Tips

- Be sensitive to different cultural perceptions of elder mistreatment
- Build trust and rapport
- Tailor your response to the individual's preferences and values
- Emphasize the benefits of caregiving resources, family meetings, and support groups
- Form partnerships and organize cross-training between CBOs and formal service providers like APS to raise awareness and empower community members

Know Your Resources

[Adult Protective Services \(APS\)](#) responds to and investigates reports of elder or vulnerable adult mistreatment, neglect, and exploitation.

[Long-Term Care \(LTC\) Ombudsman Program](#) acts as an advocate for residents of nursing homes and assisted living facilities and investigates suspected mistreatment in facilities.

[Eldercare Locator](#) can help you find APS, Long-Term Care Ombudsman Programs, and other services for older adults and families in your community. Visit eldercare.acl.gov or call **1-800-677-1116** (language interpretation is available).

[National Domestic Violence Hotline](#) is available with highly trained, expert advocates offering crisis intervention information, education, and referrals in many languages. Visit www.thehotline.org, or call or text **800-799-7233**.

National Elder Fraud Hotline is a resource for people who suspect fraud or financial exploitation against anyone age 60 or older. If appropriate, they may help with reporting and assign a case manager. Call **833-FRAUD-11** or **833-372-8311** (language interpretation is available).

National Center on Elder Abuse (NCEA) – For more information on elder mistreatment, visit the NCEA’s website at **[NCEA - Suspect Abuse \(acl.gov\)](https://www.acl.gov)** or call **855-500-3537**.

National Asian Pacific Center on Aging (NAPCA) – For language assistance, contact NAPCA’s Senior Assistance Center hotline to receive in-language information and support.

- English: **800-336-2722**
- Korean 한국어: **800-582-4259**
- Mandarin 普通话: **800-683-7427**
- Cantonese 廣東話: **800-582-4218**
- Vietnamese Tiếng Việt: **800-582-4336**

What is APS and what do they do?

APS is a social services program in all states and territories. APS receives and responds to reports of mistreatment, neglect, and exploitation of older adults and adults with disabilities. They work closely with clients and interdisciplinary professionals to maximize clients’ safety and independence. APS also addresses or makes referrals for emergency needs for food, shelter, safety planning, medical and mental health needs, housing assistance, community-based services, and legal protection.

If APS case workers find that mistreatment has occurred, they will work with the client to develop a case plan that meets their needs and preferences and to address the client’s health and safety needs. All client information is held in strict confidence by APS and generally may not be disclosed without a court order or a release of information signed by the client.

How to report

Reports to APS are often made by phone, although some states have web-based methods of accepting reports. All states accept voluntary reports, allow for anonymous reports, and provide good-faith reporters with legal protections. For a list of state reporting information, please visit **www.napsa-now.org/report**.

When a report is made, APS must determine if the individual and the allegations meet state definitions/criteria. Reports that do not may be referred to other agencies for assistance.

