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>> ALISON BARKOFF: Good morning, everyone. Let's try that again. Good morning, everyone. Thank you everyone who is here in person and everyone who's joined us online. And welcome to the first 2024 convening of the Elder Justice Coordinating Council. I'm Allison Barkoff and I lead the administration for community living, and I'm so proud to serve as the delegated chair of the council, standing in for my boss, department of health and human services secretary, Xavier Becerra. And Secretary Becerra sent his regret as his schedule required travel today. But I am so excited to stand in for him today for this really important convening. Really excited that this is our first in-person meeting since 2019. And being here a few minutes early, seeing the connections between people, this is so amazing.

And secondly, we are really marking an incredible moment in time. We have a great schedule put together, looking at how we started EJCC little more than a decade ago, what we achieved in our ten years, and most importantly, the work we have looking forward. As my first duty, it is a tremendous and distinct pleasure and privilege to welcome the Attorney General of the United States, Merrick Garland. We're delighted to have him join us this morning to open our Elder Justice Coordinating Council as our meeting host. Attorney General Garland, the floor is yours.

>> MERRICK GARLAND: Thank you, Allison. It's my pleasure to welcome all of you to this convening of the Elder Justice Coordinating Council. I'm particularly happy to welcome the council to the first time to the Department of Justice. Since some of you are new to the building, I want to talk a little bit about this space. The building was dedicated 90 years ago in 1934s with President Roosevelt in attendance. During the Clinton and Bush administration, it underwent a massive renovation, but the architects went to great lengths to ensure that the building, including this great hall, retained its

historic integrity. In 2001, it was rededicated and renamed the Robert F. Kennedy building. There's a bus to the former Attorney General to the stage.

In this hall we are surrounded by of all things cellar windows, or I should say former cellar windows. Decades ago, this is where justice department attorneys went to get their pay in cash. That was long before my time. But times have changed and the department has changed along with time. As this group well knows, elder justice is another area that has required us to adapt. When the Elder Justice Coordinating Council had its inaugural meeting more than ten years ago, we could not have known of the environment we would be operating in ten years later. Back then, artificial intelligence -- that was just sci-fi.

Now, it's shaping some of the greatest opportunities but also the greatest risks for elder Americans. Fortunately, our agencies had the wisdom that no matter what the future held our best tactics to combat elder abuse would be working together. And that is just what the Elder Justice Coordinating Council has ensured. Every year, millions of older adults experience some form of elder abuse, neglect, financial exploitation, or fraud. We know that the vast majority of elder abuse cases go unreported. And that too many victims remain unseen. That is why the department has aggressively targeted perpetrators of elder fraud and abuse while providing victims with the support they need. In the last five years, the Justice Department has pursued more than 1500 criminal and civil cases, involving conduct that targeted or disproportionately affected older adults. We have provided services to more than 1.5 million older victims, and we have returned hundreds of millions of dollars to elder fraud victims. The Elder Justice Coordinating Council has played a key role in that work.

Today, the council is a critical vehicle for information sharing and coordination. Federal agencies and -- to address elder abuse and fraud. This has not only enabled to stay informed, it has enabled our agencies to support and amplify each other's work. In recent years, the council has enhanced the reach of the justice department's mass mailing fraud prevention initiative, as well as the Social Security Administration's slam the scam day awareness campaign. This February, the justice department with the support of the council held the inaugural national elder justice law enforcement summit. This event brought together local, state, and federal law enforcement to help foster collaboration, both among departments with elder justice professionals -- and with elder justice professionals. We know this makes a huge difference in combatting despicable crimes against older Americans. The council has become important to coordinate with the people we serve. The council has raised public awareness on a wide variety of issues, including elder schemes and promising research on elder abuse. Threats to elder justice are constantly evolving. Our partnerships have never been more important. As we confront the expansion of transnational fraud schemes and the rapid advancement of AI, we must work together to make sure that older Americans can live their lives safely and with dignity. I am confident that this council will continue to meet the challenges and advance the cause of elder justice, just as it has done for more than ten years. Thank you.

>> ALISON BARKOFF: Thank you so much to Attorney General Garland. And thank you to everyone here at the Department of Justice for hosting us in the great hall. It truly adds gravitas to the work we are doing together, the important work that we all bring to the table together, and it is a really grand way to celebrate a decade of incredibly hard work. I hope that everyone here in the room and everyone who's joining us online can really get a feel of the atmosphere. I think there is a real optimism and commitment, and I'm really looking forward to the next several hours together. As I look across the table here, across all the departments and the agencies in this administration, you can feel the real urgency around the issues that matter to older adults. I personally see this every day when I come into work at the administration for community living and in the actions of each of our agencies, all 16, that are represented here today, including, of course, Attorney General Garland's Department of Justice. And as you'll hear today, efforts to advance elder justice has both a significant history with incredible champions, with many of those who will be hearing from and honoring today.

But I really want to give a push to all of us because we are at an incredible moment in time. We have the wind behind our back with an administration that has made this a priority. With the visibility of our issues. And we have an incredible opportunity to build up the legacy that we will honor today but extend our gain to reach hard and go well beyond what was imaginable when the council was formed more than a decade ago. Before we proceed to the program, I want to carry out one of my important duties as the delegated chair, which is welcoming each of the council members and delegates to this meeting. And again, I want to thank you for being here today, both my colleagues from across the federal government and the people in this room. And I really want to say that each of you are here today because of our common goal and our common shared value of ending elder abuse and neglect. And I want to acknowledge that that is a heavy responsibility for each of us as council members to fulfill our purpose of advancing the cause of elder justice because it is an unfortunate truth that our society does not always provide the opportunities it should for everyone to stay fully engaged and connected to their communities throughout their life. And this disconnection leaves people -- people who are our family members, our neighbors, our community -- an increased risk of experiencing maltreatment. But together, we can work as change agents.

The council meetings and all of the important work that happens in between really highlight our all government approach, a use every tool in our tool box kind of approach to advancing elder justice. And I can say as someone who joined the Biden-Harris administration on Day 1, elder justice has been a priority. At this point in time, it's right to pause to celebrate the incredible vision from a little more than ten years ago to feel good about our accomplishment and then to seize the moment, to really think about what our next ten years can and should look like and to be strategic and think about how we seize the momentum to achieve even more. I know we won't be able to get through all of that in one meeting, but in the coming weeks and the coming months, as we chart our course forward, I really encourage everyone on this council to think big and bold. So now I have the pleasure of giving every coordinating council member one minute -- seriously, guys, one minute -- to introduce yourselves.

And as we go around, to please share your name, title, and very briefly share one or two initiatives that you oversee or quick recap of a recent accomplishment. I'll take the privilege for starting first for HHS and mention ACL's office of elder justice and protective services. This office not only helps coordinate this council but we also oversee adult protective services efforts nationwide and work on a variety of Elder Justice Initiatives. I am so proud to be the federal home for adult protective services and we just did something really big. We put out the first ever federal regulations for adult protective services programs. And you'll be hearing more about that from our colleagues at ACL later this morning. So next as host, I -- I would like to call on our host, the Department of Justice representative. So Andy. You may need to turn on your microphone so everyone can hear you. Folks can turn back around if they'd like.

>> ANDY MAO: Good morning. My name is Andy Mao, elder justice coordinator. It's a privilege to be here. I'll be talking a little bit more later. So I'll save my time. But it's a pleasure to see so many friends and advocates that we worked with throughout the years. Thank you.

>> And next the United States Department of Labor.

>> Good morning, everyone. My name is Lisa Gomez. I'm proud to serve as the assistant secretary for employee benefits and the head of the employee benefits security administration at DOL. And one recent accomplishment that we had at EBSA that relates to elder justice as well as retirement investors generally is the issuance of our retirement security rule, which states that all retirement investors should, when they're seeking advice from a financial professional about how to invest their retirement savings, should be able to get advice that is in their best interest and not the interest of the financial adviser. So we're very proud of that. And I'm very happy to be here today with all of you.

>> Thank you. And next, US Postal Inspection Service.

>> Good morning. As she said, my name is Gary. I'm the chief postal inspection for the US postal inspection service. I'm proud to serve as a part of this council. Proud of the work inspectors are doing around the country, primarily in two areas. One is on the enforcement side. We have our Department of Justice transnational elder strike force team. At the our second big initiative really is the work on our prevention time. In the interest of time, I would encourage you to visit our website USPIS.gov for public service announcements for our elders. Thank you.

>> Thank you. Securities and exchange commission.

>> Great. Good morning. I'm Laurie Shock, investor education and advocacy at the securities and exchange commission. I just wanted to highlight a couple of the initiatives that the FCC has undertaken since becoming a member of this esteemed council. One of the biggest accomplishments during the time period has been the trusted contact rule which allows firms to have individuals add a trusted contact to their account before they run into an issue. And it gets beyond some of the privacy issues.

There's an ability to delay transactions if they're suspected elder abuse or financial fraud here. And those are big initiatives for us. And from an investor education perspective, we do an annual public service campaign, and last year's campaign focused on older Americans as investors. And this year's campaign which we'll launch next week, continues that as a multi-generational campaign to get the whole family involved. As we all know we can't do it alone. We need everybody helping in this area. Thank you so much.

>> Thank you. Federal Trade Commission.

>> Good morning. My name is Lois Christman. I have the honor of serving as the FTR elder justice coordinator. I see a lot of law enforcement initiative where we see older adults disproportionately impacted by scams. One example is a recent law enforcement action in which we secured \$18.5 million against publishers clearing house alleging that it misrepresented, that you have to make a purchase in order to secure the prize. We also at the FTC do an annual report on fraud affecting older adults, and that encapsulates our law enforcement work, our public outreach and educational initiatives, and also provides in-depth data analysis of how fraud impacts older adults. Based upon the millions of consumer reports that we receive every year. Thank you.

>> Thank you. Department of housing and urban development.

>> Good morning. I am Lynn Grasso, deputy assistant secretary for () enforcement at the US Housing and Urban Development. I'm very pleased to be here. We at HUD know how important affordable housing and accessible housing is for our seniors. And we have recently issued first of its kind guidance addressing the use of AI and algorithms in how tenant screening is done. And we know very often tenant screening can be very impactful on how seniors can access affordable accessible housing. So feel free to access that guidance on our website. We think it's very relevant to this important population. Thank you very much.

>> Thank you. Department of veterans affairs.

>> Good morning. My name is garrison. I'm proud to executive director of fiduciary service which the office is representing the office of Veterans Affairs for the honorable Dennis (). Managing pension, survivors and fiduciary services which are inclusive of the elderly population. Our program not only pays benefits and provides services but also provides oversight for the development of the population.

>> Thank you. Legal services corporation.

>> Thank you. I'm Ron Flag, president of LSE. We are the nation's bigger funder of civil aid. We fund 131 programs, operating over 900 offices throughout the country. In 2023, our grantees served over 2 million people, roughly 200,000 of those were older adults. One initiative I'd like to highlight is a four-part training series we co-sponsored with the administration for community living that was hosted by the national center for elder rights on closing -- [no audio]. Sessions which covered things like nursing facility evictions, partnering with protective services and representing clients of varying

capacities. And we're in the process of planning our next training series with ACL. And we're looking forward to that. Thank you.

>> Thank you. Social Security Administration.

>> Good morning, everyone. I am Ben Belton, senior adviser to Social Security Administration. I'm going to save my time because I'm going to be speaking later. But just wanted to say good morning and thank you so much for all that you do.

>> Great. Consumer financial protection bureau.

>> Thank you very much. Good morning, everyone. My name is Deb Royster, assistant director for the office of older Americans at the consumer financial protection bureau. It is my honor to be here today and serve as director of () for this tenth anniversary EJCC meeting. The act created the office for older Americans with the aim of protection for unfair, deceptive and abusive practices related to older adults' financial choices the work of the EJCC is really within our mission. In the interest of time, I will focus on one of our key initiatives. Our office has several initiatives that are focused on combatting elder fraud. One of our most important initiatives is our fraud prevention work. We continue to monitor financial institutions to make sure they are doing their part to combat elder financial exploitation using tools like vicious activities report, () contact and transaction holds. In addition in collaboration with the FDIC, we have created [audio cutting out] awareness -- scam awareness program used to train bank staff and older adults how to identify and respond to scams. Finally, through our CFPB elder fraud prevention network, we bring together professionals throughout the country to collaborate to protect older adults from financial exploitation. We're very excited to work with our federal partners who are here today. We've enjoyed working with you for the last ten years and we look forward to continuing to work together on this important issue in the future. Thank you.

>> Thank you. AmeriCorps.

>> Thank you. My name is Robin, and I'm the deputy director of AmeriCorps seniors. I'm standing in for [name], national director who is traveling today and represent AmeriCorps and the council. AmeriCorps seniors is a grant making office that supports senior adults, a 5 and older. We support our volunteers being aware and training them on issues of elder justice and providing them services in their community to support Elder Justice Initiatives, such as the ombudsman program, educating older adults on scams and frauds to avoid financial exploitation, supporting the () offices and investigation scams and reporting abuse to name a few. I look forward to the conversation today. Thank you.

>> Thank you. Federal communications commission.

>> Good morning, everyone. My name is kala Hernandez with the FCC. Thank you for having me here today. I'm really honored to be here, continuing to work with all of you here. I'll be brief on my remarks. The federal communication commission is for those of you who are not familiar with us a regulatory agency. We regulate all to do

with the telecom. But we do look out for our consumers. We have a lot of things that we are doing, but I just wanted to list a few of them. Older adults, we continue to encourage everyone to ask us for our information about robocall scams and unwanted text and calls. That's a really big issue right now. We'd like to remind consumers that we have also updated our information for 211, which is the local lines for -- where a lot of consumers access health services. And we'd also like to remind everyone that we do have information that is available for request on not only these but all of our other issues. Anyone that is interested in finding where the consumer-focused information is on can look on our online consumer health center. We do have a consumer complaint center which can be reached via consumer complaints at FCC.gov. But to those consumers that still do not have access to the internet, we still have our toll free number, 888-225-5322. I look forward to hear from everyone about everything they are doing for older adults. Thank you for having the FCC today.

>> Department of Homeland Security.

>> My name is Amanda Smith and I'm the acting director of FEMA's individual and community preparedness division within the Department of Homeland Security. My office works to empower people and their communities to know and act on their risk for all hazards before, during, and after disaster. One of the long standing programs that we have is the emergency financial first aid tool kit which helps all Americans, including older Americans, organize their financial, medical, and home information before disaster happens to help increase and speed up their recovery and reduce the chances that they will be abused and financially exploited. One recent initiative that FEMA's undertaken is a partnership with the Rosalynn Carter Institute. In February, we released with them a disaster preparedness guide for care givers. This is the first of its kind guide to help care givers prepare for disasters and protect their loved one. I look forward to today's conversation. Thank you.

>> Thank you. And last but certainly not least, department of agriculture. Oh, okay. Do we have anyone? Okay. Department of treasury.

>> Good morning. I'm glad you're here.

>> Thank you for having me here. My name is Natalia lee, treasury department. Within the treasury, consumer policy plays a really important part. Mostly, we produce policy analysis and financial services that impact consumers and coordinate and manage the financial literacy. The financial literacy and education commission is an inner agency body shared by the secretary of the treasury and dedicated to granting financial well-being through education and literacy. The office of consumer policy currently serves as treasury designee for the federal trade advisory group pursuant to the fraud and scam reduction act, better identify and prevent fraud and scams targeting older adults. Importantly, this group recently produced a use are friendly streamlined reference sheet, outlining messages and best practices that can be used by all stakeholders in their communication efforts around fraud prevention for older adults. During our upcoming financial education meeting on July 10, colleagues from the Federal Trade Commission will discuss this document in more detail and the work that

has gone into producing it. I encourage you all to tune in. It's a public meeting. Thank you for including the treasury in this important work. Glad to be here.

>> Thank you. Thank you to each of the coordinating council members and delegates. Truly every time we gather -- and I had the -- I think this might be my 6th or 7th meeting. It's great you are not little boxes on screens. I'm just so impressed at what each agency is doing and the incredible commitments. So we're not having just a regular meeting today. We are actually celebrating today. And so the agenda has really been developed with that in mind. We'll start by taking a moment to reflect on where we come from. And I am so excited for upcoming panel and what would an in-person meeting be without a few fireside chats? And then we'll talk about really what we have achieved. And then of course a big piece is for us to look forward. And we're maybe going to be a little fuzzy on our math here. We're calling this the ten year anniversary, but we're really building from the inauguration of the Elder Justice Coordinating Council in June 2012 at the White House.

So we're celebrating our first decade-ish and thinking about our next decade going forward. So I want to now turn to a discussion that I could not be more excited about. And I'd like to call Kathy to come on up. As part of our retrospective look on the work of the council, we are truly honored to have with us today an incredible elder justice champion and staunch advocate, former assistant secretary for aging, Kathy Greenlee. And I invite you to come take a chair. Kathy participated in conversations nationally, at the White House, and with Congress throughout her tenure as assistant secretary. And most importantly for us today, Kathy was pivotal in the early conversations regarding elder justice and this council and served as the first chair of this council. Kind of big shoes to fill standing up here, Kathy. Kathy has just an incredible understanding of elder justice issues from her time in federal service and her 18-plus years in Kansas State government where she served in many high level positions, including secretary of aging under then Kathleen (). She served as president and CEO of Greenlee global where she is continuing her incredible work addressing elder abuse and neglect. So I am going to come sit down next to Kathy, and I'm really excited to relive a little bit some incredible -- okay. Welcome. People can hear us okay? Great. Kathy, you made elder justice one of your top priorities when you became assistant secretary for aging. There are so many issues that older adults face. Why did you pick that one?

>> KATHY GREENLEE: I will tell you -- I would like to do an acknowledgement before I do. I just want to acknowledge the importance of the Attorney General coming, having Attorney General Garland here is a big deal. The very first convening we announced at the White House in June, the first convening was in October 2012. And HHS secretary Kathleen was there. Eric holder was there in person. And the success of this council dependence on that level of leadership at the federal level. So having the Attorney General here is huge. I also want to acknowledge lance Robertson who is sitting here on the first role who succeeded me as secretary of -- welcome to the job phone call, he talked about the importance of this council and keeping it elevated as a high level within the agency so it can be successful. So I wanted to give a shout out to lance who has also chaired this council. For me, yes, I

came to Washington 15 years ago knowing I would work on this issue. There are -- it's like reciting my whole life.

There are two primary reasons. One, 40 years ago which is kind of shocking to me, I was trained to be a volunteer as the domestic violence shelter in Lawrence, Kansas, and did about five years of work in the domestic violence field. So I have this passion for justice issues in general. From that, I really have a perspective of how far behind we've been in the elder justice work, how far behind elder justice is from child protective and child abuse work, domestic violence work, and sexual assault. I then started to see the issue of elder financial exploitation and elder abuse through nearly every job I had in state government, including my very first job as an assistant Attorney General. And so 1992 and '93, I was in the consumer protection division. I'm a lawyer. This is what -- I love being in this building. I had a paper sack full of mail delivered to me and it was from federal district judge Richard Rogers in the district of Kansas. His aunt was being financially exploited through junk mail. This was before computers. This is when we were working with boiler rooms, filling hot lists. And I worked with many federal agencies as a young attorneys on trying to tackle financial exploitation. And the issue of elder abuse continued to show up in every job I had in the state.

>> ALISON BARKOFF: So we're here celebrating the -- a decade-ish of EJCC. Kathy is the one who called me out on the ten year.

>> KATHY GREENLEE: It's 12.

>> ALISON BARKOFF: But 12 year anniversary doesn't sound as good. As someone who has been in and out of government -- I call myself an advocrattic. I think you're one of those, too. Everything has to do with inside, outside. Partnerships, the role of government and advocates. And I want to call out in this room -- because maybe people online can't see -- the incredible advocates who I know have made elder justice and EJCC what it is because of your advocacy. So can you tell us really how the EJCC came about? And please touch on both the incredible work and push that happens from the inside, but we really want to recognize the important work that happened on the outside to make this happen.

>> KATHY GREENLEE: So I've been really honored to do this work. It's deeply meaningful to me. But I've always considered it a medley relay and I'm either the second or third leg. There's people that's been doing this work much longer than me and I risk -- not naming the right people but I at least have to acknowledge MT and () and Edwin Walker. I am not the first generation of this work. I came to this building on the work that they had already done. When the affordable care act passed, the elder justice act was a part of it. The first time I heard () the elder justice coalition director, talk about it, I couldn't believe it took ten years to get the act passed. It made so much hard. Why is this so hard? I hadn't been at Washington yet. So really it was the work of other people that I build upon and could then use and did use the elder justice act itself as a bit of a road map for myself, a template for myself. Okay, this is what these smart, passionate advocates think we should do. Which pieces of this can I do? And standing up the Elder Justice Coordinating Council was part of building up

the pieces. () Was another. In early 2012, it was a presidential election year. In early 2012, someone from the White House called me. It was an election year. We'd like to do an event for seniors. How about if we do an event on elder abuse? I agreed. I had been working with the White House for a year or so at that point and they agreed to let us put together something for elder abuse. So for world elder abuse awareness day -- and Stephanie walked the walk with me. June 14, 2012, we did the first ever convening at the White House. Some of you were there. I remember my closing remarks because I said I hope we look historically and consider that as an epic. And I think it was. But the thing with the White House, any White House, as you get ready to do an event, they want to look good. In a lead up to the event, we were able to secure things. Let's stand up the Elder Justice Coordinating Council. So they announced that at that event. They also gave us through AOA -- we weren't ACL. Maybe we were a month old. They gave us \$6 million in innovation funding and that money still exists and we had \$6 million a year every year to help build the field. Those were because of a convening and support of the White House.

>> ALISON BARKOFF: So today, we're looking at where we came from and where we're going. So I have to ask you really what were your hopes as you were standing up EJCC. And knowing where we are and what we've achieved over the last decade-ish, where did your hope match up with what we've been able to do?

>> KATHY GREENLEE: There was a report that was published right about the time I came to Washington that I carried about as a calling card because I had talked about elder abuse for years. I would hold up this report. Greater federal leadership could improve our national response. What national response? But I can help with the federal leadership piece that we needed the federal government to show up. The first time I met with state adult protective services directors within California which is a county based system, 58 programs. And I met with them and I have lost all track of time at this point but a long time ago. But I was the first federal official that the state APS directors had ever met with. There was no involvement or role for the federal government. And it's not that the federal government had never done anything. But it was so defused and scattered that there was no core anchor support. So to me, the greatest thing the EJCC has been able to do is just elevate the issue, coordinate the issue, and something as basic as having the federal government of the United States show up. They had not shown up before.

>> ALISON BARKOFF: So my last question, we've clearly grown across the federal government. And again, when I look at the people who -- we have many in our agencies working groups and council. They all really show up. I mean really show up and roll up their sleeves. What do you think some of the important issues are for EJCC? What's your call to action for this group as we look forward to our second decade?

>> KATHY GREENLEE: I had some time to reflect on the last ten, 12 years of work. And I can see success in elevating profile, visibility, commitment, broaden support, increase support, the broad coalition. I think that the greatest work in front of us is to move from recognizing elder abuse to looking for it. We need to screen for elder

abuse. And when we find it, we need a response that's more robust than simply making a call to adult protective services, that we must do maybe APS plus. That's what each profession needs to develop is what I refer to as the standard of care. So if the banker sees it, calls APS if required to, what does the banker do? If a doctor sees it and calls APS what does he then do? What is the care we provide individuals regardless of profession until we know what professionals and the public -- especially professionals should do themselves. We went really upstream to looking for it. And until we look for it and start to recognize the risk factors in front of us, I think we won't really get to prevention. And prevention is about mitigating risk and understanding what people are seeing in front of them as they develop.

>> ALISON BARKOFF: That's a big paradigm shift. But having worked with this group of colleagues for the last three and a half years, I feel confident that we can start moving forward. Kathy, I just really want to thank you for coming in today. Kathy flew in just for this, in and out today. I -- we all stand on your shoulders, and you stand on as you recognize as you'll hear in a moment the shoulders of many before us. But I just want to thank you for your commitment, not just when you were in this role but continuing to push us. It's good to have people from the outside holding us accountable. And it's really been such an honor and pleasure for all of us to hear your reflections today. So if we could give Kathy a big round of applause.

>> Thank you.

>> ALISON BARKOFF: I think I'm walking down to the next panel. So just give me one sec.

Okay. Where are you most comfortable? At the table. There really have been so many accomplishments since the inception of EJCC. And it's really my pleasure during the next segment of the meeting to provide you with more insights on what exactly the Elder Justice Coordinating Council has accomplished. We're going to start with my colleague, Stephanie Whittier Eliason who will provide a look into an effort that we're referring to as the EJCC retrospective project. Afterwards, we will have four of our founding EJCC member agencies share examples of significant achievements undertaken by the council member agencies. We'll hear from Andy Mao from the Department of Justice -- and our host. Thank you. Carry Benson, my colleague from the administration for community living; Lois Greisman from the Federal Trade Commission; then Ben Belton. I'll ask the tech team to lower the screen and ask Stephanie to come to the stage, I think. And then we'll have each of our panelists come up one by one -- or come up now? Okay. Our panel is plan B. Please come up now. Thanks, Stephanie, for starting us off.

>> STEPHANIE WHITTIER ELIASON: Hi, good morning. Again, I'm Stephanie Whittier Eliason, and I have the privilege to serve as acting director of ACL's office of elder justice and adult protective services. And the goal of this panel today is to celebrate our ten-ish [chuckling] years of Elder Justice Coordinating Council accomplishments. And I've been asked to start us off by sharing with you some findings from an ACL-funded project to identify and assess the work of the Elder Justice

Coordinating Council in addressing elder maltreatment and promoting service. I'm the only one that has slides. We knew that the council had achieved a lot in terms of action as well as collaboration. And we wanted to be able to quantify that. So last fall, ACL contracted with social policy research associates, or SPRA, to conduct a retrospective study of the EJCC's work since 2012. There were three components of this work. First, SPRA conducted a comprehensive inventory of the council's work, which involved essentially a broad review for websites for information that was still currently and publicly available. It doesn't capture everything, but these are the resources that we could find on the website and that people were still using today and referencing today. We also analyzed the previous elder justice coordinator council reports to Congress and recent submissions for the next report. And we gathered input from our federal partners and from external stakeholders on what they perceived as the most significant achievements of the council since its inception. And third, we posted a federal registered notice in March of this year, seeking comments on both how the council has been successful and in addition to reflecting back, we used that opportunity and our interviews, to learn from our stakeholders and partners what they considered the highest priorities for the council moving forward. And so while this council focuses on the retrospective -- excuse me, the panel -- we will hear more about the future direction, that information that we gathered later in the program.

So I'm going to give a very high level summary of the major theme that we found through all of this work. And I don't think it would be a surprise to anyone to hear that the most notable accomplishment that we heard from every interview and from every public comment was that the Elder Justice Coordinating Council is most notable because it brings the federal agencies together on a regular basis. And there were a number of reasons why this mattered, and we'll go through them. One is that the council was credited with providing simply a structure and a venue that allowed for that communication on a regular basis among the federal agencies. And that enabled agencies to share their work with each other, learn about each other's work, and broadened the opportunities for coordination and collaboration.

Bringing agencies together also created an environment where relationships were built, silos were broken down, and a cohesive body for elder justice in the federal government emerged. The Elder Justice Coordinating Council brought agencies together and raised the level of awareness of elder abuse and elder justice across federal agencies and up and down our federal hierarchy and organizations as more agencies and more agency leaders were involved in the council and as awareness rises, so rises our accountability and collective action towards elder justice. Okay. But what did we actually count? Mind you, this was a pure count of non-duplicated items. So what does that mean? Well, here, it says there were over 800 agencies and reports of accomplishments. We have now counted over 930 and the number is going up. But what is this exactly? So these were the types of activities that were undertaken that were discussed or posted on websites and in public reports, et cetera. So reports and blogs were big. Public education was big. But why does that matter? [Audio cutting out] two minute read. That is an opportunity for us and the federal government to have that touch with someone in the community raise awareness and raise a call to action. Now, when I said nonduplicated, what I meant was one of the things that we do in this

council is collaborate and coordinate. We never do anything by ourselves. And -- which is a good thing. But those efforts are only counted once. So if you had three agencies working on something, it's not counted three times in our numbers. So these are unique items. Just highlighting, again, the breadth and the scope of the type of work that we have undertaken together collaboratively as the Elder Justice Coordinating Council. So I'm going to spend just a very few minutes running through ridiculously fast a number of examples of agencies coordinating together since the inception. These are very high level. And we have our other panel member whose can speak more in-depth and put a real face to the work that we have done.

Our first example, social security and AmeriCorps, they have partnered on trainings, on fraud and scams to cross train both of their staff as well as the people that they serve. HUD and veterans' affairs, this may not seem like an Elder Justice Coordinating Council activity. However, when we are talking about issues such as housing security and benefits security, HUD and VA, for example, are also talking about ways to protect yourself from frauds and scams and ways to identify them. Members have partnered to educate the public, as you have heard, on investment fraud such as this example between the FCC and CFCB. And we have cross posted and guest authored blogs, press released, and other alerts and notices across federal agencies. And this is an example from veterans affairs and the United States postal inspection service. We have worked together to help the public be money smart and recognize fraud and financial exploitation in addition to how do we make smart choices. And the relationships that we fostered have enabled us to respond quickly to new and emergent needs such as when we came together to educate older adults about COVID-19 scams. And again, we leverage opportunities such as the retirement tool kit between social security, the Department of Labor, and HHS to incorporate information about staying safe from fraud and abuse.

And these last two efforts I'm going to highlight truly exemplify the collaboration that was brought together by the Elder Justice Coordinating Council. For the rural and tribal elder justice summit and resource guide that was hosted and coordinated by the Department of Justice all of the Elder Justice Coordinating Council members at that time participated in this summit, contributed information, attended the summit, and spoke at the summit and shared information. And again, built relationships, not just across the federal government, but between the federal government and state and local entities. We had AmeriCorps at the time. It was the center national community services? Yeah? Close enough. Okay. Department of interior, the Federal Trade Commission, HHS, securities and exchange commission, United States department of agriculture, social security, the postal inspection service and veterans affairs along with DOJ. And we used the opportunity when we came together as the council to help do planning with DOJ on this event. And the last one is a more recent example. Between FEMA and essentially everybody on the Elder Justice Coordinating Council.

We do have webinars and presentations that we do jointly. But last year, FEMA identified older Americans emergency preparedness as a focus area. And in addition to partnering with us at HHS, FEMA co-chaired the June 2023 meeting of the Elder Justice Coordinating Council to highlight the all of government approach promoting

elder justice and preventing, if we could, up front, abuse and exploitation of older adults as they prepare for disasters and through the summer, we helped disseminate public awareness materials and information.

And that concludes my remarks. But please know that these few examples are just the tip of the iceberg of what the Elder Justice Coordinating Council has achieved. There is so much more that we could have shared about the numerous collaborations, endeavors, projects the council maybes have undertaken. But we would be here too long. And I need to turn the mike over. So thank you very much.

>> ALISON BARKOFF: Thank you, Stephanie. And thank you so much for sharing all of that information. Don't turn around. We're going to turn over here. I'm doing a little both ways here. So I'm really excited to kind of take what we just shared on the partnership and dig a level deeper as Stephanie just shared. And we will be hearing now from a subset of our member agencies on a few key achievements by the council. Andy Mao from DOJ will start us off. Andy?

>> ANDY MAO: Good morning. Before highlighting some of the department's accomplishments and achievements, I want to take a moment just to acknowledge the work of the elder justice interagency working group. The critical work that the -- [no audio]. Notwithstanding the lofty work that the EJCC does, the interagency working group which has been in existence even longer than the EJCC are the staff level group that supports the EJCC, regularly devoted, dedicated public servants that are passionate about what they do. And they are the sinews, the tissues that bind our work. We talk regularly about how that eventually feeds into the great work of the EJCC.

But without the staff level interagency working group, very little can be accomplished. So we are grateful for many of them, many who are with us and those who couldn't make it. Shifting gears, regarding the Department of Justice's work, the justice department has significantly expanded our footprint over the past decade with an elder justice coordinator in every single US attorney's office we have been able to aggressively attack elder fraud, especially transnational fraud team targeting older adults. We have supported older victims through the creation of the elder fraud hotline, through the development and enhancement of multidisciplinary teams and elder justice coalition as well as the funding of programs and organizations that support, direct, or assist older adults.

As the Attorney General mentioned, over the past five years, the department has funded over 5,000 organizations that provide direct services to 1.5 million older victims. The department has continued to fund research, foundational research on elder abuse, tested and evaluated promising new tools as well as identifying other tools that may be useful for elder justice professionals like EMT workers. The Department of Justice has convened a national summit and conducted hundreds of trainings and public outreach events not just to highlight the latest scam or fraud team, but also to talk about issues that are not often talked about. For example, highlighting the unique challenges that the rural and tribal communities face in combatting elder abuse as well as, for example,

the capacity of decision-making older adults face and regarding conservatorship and guardianship. However what I'd like to do today is highlight the work we've done to support state and local law enforcement who along with APS are the front line or oftentimes the very first people that encounter older victims and their families. When we began this work early on, we talked to many, many law enforcement and they told us about competing priorities, competing training obligations as well as limited resources to develop specialized training on elder abuse. That is why for over the past ten years, the department is devoted significant resources and time to develop training, tools, and resources for state and local law enforcement to create a foundation for their own efforts. The department has developed an investigative checklist that identifies what police officers should look for, what photos they should take when they arrive on the scene.

We have developed financial tools to help them identify and analyze financial documents to be checked whether or not financial exploitation has taken place. We have helped train them on the partners in the neighborhood they should know. APS, long-term care ombudsman, AAA, civil legal aids. We have done all of these things with the input from the field. We have developed tools and put them all on the department's elder justice website and on EGL, which we developed with the national center on elder abuse. What I want to flag is that every single one of the resources that we have developed over the past ten years have been based upon a need identified in the field for us. Then we've built them all with input from subject matters and law enforcement community to make sure that what we're developing is going to be usable by the field.

All of the tools, all of the trainings that we've done, including, for example, most recently, we developed with support from the FBI, a training on how to conduct forensically sound interviews for older adults. There have been trainings how to do DB views. There's never been anything done on the unique characteristics on older adults. That is being shared nationwide as well. I would be remiss not noting the fact that when the pandemic pretty much shut down all in-person training, the Department of Justice and the development of online training modules on basic elder abuse as well as advanced training all of which we are trying to make available to law enforcement agencies around the country. All of these tools are available for free. All of these tools we got with input from the field. And all of them, we also highlighted at the elder justice law enforcement summit, which the Attorney General mentioned. Where for the first time, we had representatives from every single state. Law enforcement organizations from every single state, district of Columbia to talk about elder justice, about financial exploitation, best practices and what tools are available for them. Again, to set a baseline, set a foundation.

Last thing I wanted to say is that none of what the department accomplished could have been done without the support of the EJCC. The department collaborates regularly with every member on the EJCC and we have benefitted from the summit. Collaborations from the US postal inspection service to the elder strike forces to working with the department of agriculture and the FCC in hosting the elder fraud summit, just a daily conversations we had amongst one another, learning from each other and

benefitting from the subject matter expertise from all the agencies. The Department of Justice could not have accomplished much of what we have done without their support and we look forward for this -- to this collaboration for many years to come. Thank you very much.

>> ALISON BARKOFF: Thank you so much, Andy and the passion and commitment that you bring to this work is just so evident. Next, I am excited to call on my colleague, Kari Benson from the administration of community living to share some of our accomplishments at HHS. Kari?

>> KARI BENSON: Thank you, Allison. On behalf of the administration for community living, it has been our privilege to be the lead agency coordinating the Elder Justice Coordinating Council since its inception. Through our combined efforts, we have touched millions of older adults, their families and care givers and stakeholders through a public outreach and education efforts. And this is the first major accomplishment that I would like to share from our perspective as the department of health and human services. And at the core of this work together in the AGCC is the interagency working group.

As Andy so aptly described the work of this group, I have been hearing about the power of this group and learning about it as I'm still relatively new to ACL, and really have been blown away by the stories that I have heard about what an instrumental role that the interagency working group has played and I know will continue to play. And we at ACL are so pleased to be a part of supporting that group and coordinating it and really working so closely with all of you. Through the working group, our agencies have grown and learned together and provide key supports to key agency leaders on the coordinating council. And the work of the council could not be done without their dedication and support. And one of the most recent significant examples of this working group's impact and of the EJCC's impact in a major accomplishment, as Allison said, for ACL, is the historic final rule for the adult protective services and that was just published on May 7th of this year. The issuance of the APS regulations fulfills the council's third recommendation to Congress, which was to develop a national adult protected services system.

And I want to acknowledge the critical role that our EJCC partners played in this huge accomplishment. The Elder Justice Coordinating Council partners provided input into the national voluntary consensus guidelines for state APS systems that served as the foundation for their regulations. EJCC partners reviewed the proposed rules and made helpful suggestions that strengthened the final regulation and helped to bolster the relationships among state, federal, and local government to enable effective collaboration between APS and other sectors, really achieving -- beginning to greatly achieve the goal of that APS plus as Kathy mentioned earlier. And those partnerships across state, federal, local government and private sectors as well, including financial institutions, law enforcement, healthcare, social service providers, and emergency preparedness agency.

So now in place, the adult protective services regulations will play a critical role in our work to advance equity, improving consistency across our APS systems so that all adults, regardless of where you live or who you are, can receive quality adult protective services as you need them. The adult protective services regulation are important to this administration's commitment to the health and welfare of all people, regardless of where they live. These reg regulations will help ensure that older adults and adults with disabilities with live healthy and safe lives in the communities, complimenting other regulations that focus on health and welfare of people in institutional settings. They advance our work-related to social determinants of health, recognizing the important role APS plays for people at risk of maltreatment.

To critical human services, long-term services and supports, housing, and other community resources. Finally, this administration has been committed to expanding access to home and community-based services. These APS regulations are an important component of this effort to ensure that people receiving home and community-based services are healthy and safe and do not experience maltreatment, abuse, or neglect. And we believe this is an incredibly important time for us to put out these regulations. For years there's been a push from Congress, GAO, and all of you to create more federal oversight and consistency in adult protective services program. And we are grateful to APS programs around the country and their partners and stakeholders. And of course, the elder justice coordinating council partners were so instrumental in shaping the new regulation. And I look forward to continuing our all of government approach in this area and across the work of the EJCC. Thank you.

>> ALISON BARKOFF: Thank you, Kari. I'd like to now call on Lois Greisman from FTC.

>> LOIS GREISMAN: Thank you, Allison. And good morning again. So among the many achievements of the EJCC over the past decade, it's been a key role as a building block and a force multiplier. Many of us have been able to amplify our impact by collaborating through EJCC, sharing knowledge, expertise, and of course, resources. For example, just two days from now, June 14th, many of our colleagues here are doing a coordinated education push focusing on governments first information in honor of world elder abuse and awareness day. This consumer education campaign is tremendously important, particularly so given the rapid technological advancements in artificial intelligence, as the Attorney General referred to, and the scope of harm that results from impersonation scams. Impersonation scams, both government and business are the No. 1 fraud consumer report to the FTC.

In fact last year, the FTC received more than 850,000 impersonation reports with consumers reporting losses of over \$2.7 billion. And just -- but we also know from the consumer reports is that older adults are significantly impacted by these scams. Impersonation scams are particularly detrimental. Impersonating the government can be tacked on to a number of any scam types and doing this lends legitimately to whatever lies the scammer is pedaling. The examples are not hard to come by. A text from your bank saying that your checking account has been compromised. You call the number listed. A fake bank rep tells use they've already been in touch with the

FBI and they're going to transfer you to the field agent. The field agent then informs you -- the fake field agent informs you just how serious the compromise is and tells you that moving your money is the only way to safe guard it, and the agent of course tells you exactly where to move your money to. Or well-known, a call from the Social Security Administration saying your social security number has been used to open multiple credit card accounts associated with money laundering and possible terrorist activity. You need to provide lots of information to shut down those accounts. You can imagine the rest. The stories are heart breaking and the harm is enormous. FTC's data from last year shows that consumers lost \$618 million to government impersonators. That trend has been on the rise year over year. Just the first quarter of 2024, consumers reported losing nearly \$180 million to government impersonators. The overall median loss is \$1,000. We know that with the forced multiplier effect of EJCC, federal agencies will get the word out on how to identify and avoid impersonation scams.

This coordinating campaign will reach that many more agencies, that many more consumers because we've raised our voices together. And as a result, we know from research that has been shared among all EJCC members that if somebody knows about a particular type of scam, they are less likely to lose money to it. Awareness makes a critical difference. So we know the power of force multiplier also because we've seen it in effect in the distribution of the FTC signature pass it on education campaign. Pass it on provides older adults with tools to start conversation with family and friends and raise fraud awareness. It, too, celebrates its tenth birthday, actual tenth anniversary, having distributed more than 21 million pieces of education in both English and Spanish.

Again, awareness is a critical factor in avoiding scams and the partnerships emerging from the EJCC have expanded the reach of Pass It On. Finally, EJCC has served as a critical building block for the FTC's work under the stop senior scams act which was mentioned by Ms. Lee, my colleague. Through that act, we convened an advisory group that includes most of the members of EJCC. Building on the ideas, expertise and partnerships we've developed here, the advisory group has published guiding principles for effective employee training programs to mitigate fraud. It has published best practices on how to reach and educate older adults and is also put out a lengthy review research along with targeted research recommendations going forward. The advisory group also continues to examine technological tools that will mitigate fraud. In short, these are tangible and meaningful impacts, and they are attributed to the EJCC. Thank you very much.

>> ALISON BARKOFF: Thank you. And then last but certainly not least, I'd like to call out Ben Belton from Social Security Administration to close out this panel.

>> BEN BELTON: Good morning, again, everyone. So good to see you all. Allison, thank you so much for that kind introduction, and thank you for your leadership as our delegated chair. You are doing a phenomenal job. Thank you very much, Allison. I also want to thank everyone who is here today and everyone who is watching for everything that you do to keep older adults safe from abuse, neglect, and financial

exploitation. When I think of the work you do, I think about this line that was in the proclamation from last year's world elder abuse awareness day. It says: Wherever it occurs it is antithetical to the belief that every human being regardless of age deserves to be treated with dignity and respect. So I congratulate the EJCC for Allison -- I change that to 12 years of advancing the dignity and respect of older people in our country. And as I look out across the room, I see some fierce advocates that I have worked with over the years. Edwin Walker, sandy mark wood. I saw Chris Herman, Goldberg, and I can't forget Kathy Greenlee. Kathy and I worked together in the Obama administration. And Kathy, I never said it publicly but you are the reason why I became such a fierce advocate for elder justice. So thank you so very much for all the work that you do. Let's give Kathy another hand, you all.

So at the Social Security Administration, we've done quite a few things over the last ten years in support of the EJCC. We have funded training through our retirement and disability resource consortium to help us better understand people who are more susceptible to scams but also to understand scammers themselves and the tactics that they use. We have set up an intra agency antiscam work group or task force in partnership with RIG that works to develop and implement strategies to protect the public and our beneficiaries from scams and financial exploitation. We have also worked very collaboratively with all of our EJCC partners over the years. And one of the biggest successes from my perspective of the EJCC is that it brought all of us together, tore down the silos and helped us to collaborate on solving some complex and seemingly intractable issues. For us at SSA, that collaboration has been incredibly important in three major ways.

No. 1, in our work to fight scam. No. 2, our ability to quickly share information about those scams and trends that we are seeing. And 3, our ability to train our staff to better understand elder financial exploitation and become a response. I know Lois talked a bit about scam. But I did want to say that social security scams -- you may not know this -- have been the top government impostor scams reported to the FTC. And I think that's since 2018, if I'm correct. And unfortunately, older adults are disproportionately impacted, especially if you look at it from the perspective of financial loss. So given the sheer scope and size of this problem, it was really incumbent on us to work with our EJCC partners to address this. A great example of that collaboration has been the launch of our annual land the scam day that you heard the Attorney General mention this morning.

Every year, during the month of March during the FTC's consumer protection week, we take a dedicated day in an intentional way for slamming the scam to protect beneficiaries from social security scam. But it has grown to encompass all government impostor scam that impact our beneficiaries. The () has help to quickly share information about new scams and trends that we are seeing. For example, just this last month, we allured our EJCC partners of disturbing reports about a scam where scammers were pretending to be RIG agents and they were showing up sometimes to people's homes requesting money in person. That was extremely disturbing and added an element of physical danger in addition to financial exploitation. So our EJCC partners helped us to get the word out. And Andy in particular, thank you for your help.

Andy helped us to reach law enforcement around the country to alert them about the new scam. So we were not only able to quickly get that information out, we were also able to receive very valuable information and intel about that particular scam, about where it was happening in other places around the country. Thank you so much, Andy. Lastly, the third area where our partnership with EJCC has been extremely helpful, that is when it comes to -- [no audio]. I don't know if you're here today. Thank you so very much Hillary. Hillary was instrumental in helping us develop training that was offered to all of our staff around the country. The training focused on recognizing elder financial exploitation, scammers and victim profiles and our reporting responsibilities, especially for our staff around the country in a more public spacing. To date, almost 19,000 of our employees have used the training around the country. It was quite a success. And this month, we are building on that success by offering another training that will be marked if it hasn't been already protecting at risk adults from abuse and exploitation. It will go beyond older adults to other adult populations that are at risk for exploitation and abuse. So all in all, we are extremely grateful for all of the collaboration over the last 12 years [chuckling]. And look forward to the next 12, the next decade. Thank you so very much. And happy, happy anniversary.

>> ALISON BARKOFF: Thank you so much to Ben and Andy and Kari and Lois for really making it real the partnership and the examples. And I would like you to come back and join us at the table. I am very excited for our third and final panel because as you heard from each of the people here, the work of this council would not be possible without career federal leaders who work on this on a daily basis to translate the council's vision into reality. And it is truly their work that is the foundation for the representation of the people sitting around this table. So I am so excited that we now will have a panel to really recognize some of those incredible career leaders who set a vision for the work that we've done. It is with incredibly deep gratitude that I welcome the next panel of individuals who are truly -- and I got to talk to them behind stage. I'll call them the bed rock. They are also maybe the conspirators of helping us truly come up with a big and bold vision for elder justice. So first, I'd like to introduce our facilitator for this next session, Kristina rose. If you'd like to go up to the stage, thank you. She was invited by President Biden for the office of victims of crime where she oversees a wide array of services that support crime victims and survivors. For over 20 years, she vigorously advocated on behalf of the victims in her various leadership roles, as the department and federal justice, and she has been a local supporter of the department and the council's elder justice efforts. So now the conspirators. I am so excited to invite to the stage truly the leaders, visionaries of this work. Dr. Sid Stahl, MT Connolly, and my former colleague and mentor of mine, Edwin Walker. Please join us on the stage.

>> KRISTINA ROSE: Good morning, everyone.

>> Good morning.

>> KRISTINA ROSE: It is my great honor and privilege to introduce and moderate this panel today with these visionaries and thought leaders who helped to establish the Elder Justice Coordinating Council. And it's even more appropriate that I get to be

here with you because it's the 40th anniversary of the Victims of Crime act. And in 1982 when the president's task force report came out on victims of crime, they actually identified elder abuse as an issue deserving of attention and of specialized services and had a number of recommendations. But you know in a large bureaucracy like the federal government, it's often easier to stick with what is known than to try something brand-new. But that is precisely what these trail blazers did. Each has made immeasurable contributions to the lives of older Americans and has enabled countless older adults to live with dignity and thrive in their homes, in institutions, and in communities. And each one of these honored individuals has extraordinary achievements and accomplishments, and it would be impossible to list all of them for you today. So I will provide some highlights for each of them in these three brief introductions.

So I'm going to start with Edwin Walker. Edwin Walker served until very recently as the deputy assistant secretary for aging in the administration for community living at the department of health and human services, a position he held since 1992. Mr. Walker's career of domestic and global aging policy and program development stand 40 years at the federal and state levels, and focused on enhancing the health, independence, and the ability of older individuals to lead active lives in their communities. Among his many accomplishments in promoting elder justice, Mr. Walker oversaw the office of elder justice and adult protective services, which is housed in the administration for aging. That office was established in 2014 as the first federal home for adult protective services. And through Mr. Walker's leadership has made monumental strides, including most recently, the promulgation of the historic first ever federal regulation of APS and the first update in 30 years of federal regulations implementing the Older Americans Act. Last but not least, Mr. Walker has widely advised the Elder Justice Coordinating Council since its inception and consistently advocated for greater coordination and an all of government approach to tackling elder abuse, neglect, and financial exploitation. Why don't we give him a hand for that?

Next, I'd like to introduce Dr. Sidney Stahl. Dr. Stahl served as the chief of the individual behavioral processes branch at the national institute on aging from 1996 until his retirement in 2012. Fortunately for the federal government, his arrival could not have been timelier. Elder justice activity was emerging throughout the federal government, and they desperately needed someone with a background in research. Dr. Stahl established the NIH research program on elder mistreatment, which funded developmental research applications aimed at providing a sound, scientific basis for understanding, preventing, and treating elder mistreatment. Dr. Stahl directed the national research council's convening on elder abuse and neglect, which led to the seminal report: Elder mistreatment. It was the first comprehensive examination of what is empirically known about elder abuse. And in 2011, the gerontological society of America awarded Dr. Stahl the Donald P. Kent award, the most prestigious award, given annually to a member who best exemplifies the highest standard for professional leadership in gerontology through teaching, service, and interpretation of gerontology to the larger society. Even after Dr. Stahl supposedly retired, he continued consulting for the ACL and the justice department in advocating for more and better elder abuse research. It is largely due to Dr. Stahl's advocacy that elder abuse research was

incorporated as one of the council's eight recommendations in why it remained a federal priority today. Let's give him a hand.

And now I'd like to introduce MT Connolly as she is well known. And she is a proud alumnus to the Department of Justice where she served as a senior tribe counsel in the civil fraud section and then as the founder and first coordinator of the department's elder justice and nursing home initiative. While at the department, she helped develop novel theories for liability to investigate and pursue cases of abuse and neglect in nursing homes. While on a detail on the Hill, Ms. Connolly helped to draft the elder justice act, the first piece of legislation to focus on elder abuse that established the Elder Justice Coordinating Council. Following her time at the department, she was awarded the prestigious McArthur foundation award for her work on elder justice. And last year, she released her book entitled the measure of our age, navigating care, safety, money, and meaning in later life. Ms. Connolly continues to trail blaze to this day as she currently serves as the president of the RISE collaborative, an exciting new organization focused on promoting the RISE model, a novel, evidence-based approach, to addressing elder abuse and neglect for older adults. There was one part of her bio that I loved especially, and I just wanted to say it here, that she works to make aging more joyful, gentle, and just. That is beautiful. [Chuckling].

So although today we're focusing on the roles, laying the foundation for the coordinating council, please thank me -- thank you me?

[Laughter].

>> KRISTINA ROSE: Thank me for being here, right? [Chuckling]. Please join me in thanking them for their unwavering commitment and contributions to enhancing the quality of life and independence and respect for all older Americans.

Now, without further thanks for me, we will, with our remaining time, take advantage of this gathering and ask you a few questions so that you can help us understand what it was like before, during, and what your thoughts are for the future of elder justice. So set the stage for us in what I'd like to call the before times. What was it like before the Elder Justice Act came into being?

>> I'll again. And I want to say this is a wonderful event. Thank you so much. I'm so proud and pleased to be here with MT and Sid, with all of you. It's really been said already, but when we were preparing for this session, I said something. I said, don't go Biblical on us, but in the beginning, there was nothing. There was an absolute void at the federal level. And as Kathy indicated, people assumed that there was a federal system because of the child protective services system that was created in the mid '70s. But that was not the case. What we had in this country was by virtue of the good graces of states that had responded to the issues of elder abuse in their respective states, creating laws and guidelines and standards. But what that resulted in at the federal level was that we had no national system at all. We really had no uniformity because each state was different. There was no consistency in definitions or even approaches to addressing the issues of elder abuse. And as a result, there was an

inability to determine the characteristics of who was being abused or the characteristics of the perpetrators, and, therefore, researchers who might have even been interested couldn't determine how best to come up with ideas of how to prevent elder abuse or what the best approaches would be to address the issues of elder abuse, or how to prevent perpetrators from continuing to incur elder abuse. And I had come to the federal government from a state where I had served as the adult protective services director. And so I had a passion for this issue. And I have to say I wish I had a dollar for every time that Bill Benson and Kathleen Quinn came to me at the Administration on Aging, advocating that AOA become the federal home for adult protective services. But they were right. And it was the right place and the right time for us to really become engaged in this. And what we had, we had very little to work with, but we had a few resources and a little bit of information.

And as a result, we completed what we refer to as an incident study that had many, many holes in it and was not viewed as credible by the research and evaluation community. But it did help raise awareness about the need to address this issue and the fact that the numbers were continuing to just rise. And what we learned in that process -- I guess I'll say, you know, even negative press is good because we got a lot of attention. People were criticizing the methodology we used for this incident study. But what it caused was us to realize that there were other people working in this area. We learned that there were a number of very passionate, very dedicated, well-intentioned renegades working unilaterally in their respective fields, in the field of research, in the field of data, in the field of policy, all trying to do something -- trying to improve the issues of elder abuse. And as we became aware of one another, we began working together and coordinating together, and I think eventually, that became this interagency working group that Andy mentioned and others mentioned. And I'm sure MT will have more to say in terms of how we stepped off of that point.

>> Thank you. Is my mike on? Thank you, Edwin. And it's incredibly moving to see all of you out there and online. Elder justice is an inside-outside game and we couldn't do it without both and everyone in between. But I'd especially like to thank Andy Mao. You know, I started the thing, but you made it real. Thank you.

And we started off with nursing homes. There were a series of hearings on the Hill about nursing home abuse and neglect. And so the then-Clinton Administration was sort of not looking so good because there were enormous problems. So they started the nursing home initiative, both at HHS and DOJ. But it was in name only initially. So it was first called the Nursing Home Initiative and we were bringing cases of the type that Susan Lynch has been bringing for many years. Thank you, Susan. And then it became clear that what happens in nursing homes is connected to what happens when we grow older.

In some cases, it's a reflection about how we feel about older people at a very deep level. And so we wanted here to expand the initiative from being the nursing home initiative to being the elder justice initiative. So some of you who have been said -- when the Clinton people were leaving but before the Bush people had settled in -- basically I changed the name from the nursing home initiative to the elder justice

initiative. And Sidney and I and others started the elder justice working group because at the staff level, we can talk to each other, and talking to each other is a really powerful thing because we can coordinate, we can share information, we can try and understand what the world looks like through the eyes of other people. And so as we did that, it was like oh, look, there's a child abuse prevention act that was enacted in 1974. There's a violence against women act that was enacted in 1994, but there's no elder justice act. And there was an attempt in the 1980s but that failed. And so, you know, sort of been my infinite naivety thought that shouldn't be a problem. And we worked on the elder justice act and it seemed like a kind of no-brainer. We got a ton of input, some of it on the record, some of it perhaps off the record. Not naming any names here. But people took real risks in trying to make sure -- trying to guide us, and for that, I'm incredibly grateful, too.

As my co-conspirator Lauren Fuller who was then a staffer said we were basically picking outfits for a signing ceremony that didn't happen because the law languished and languished and finally enacted with the Affordable Care Act but it got no money for five years and just trifling funds in federal funds and bowless with COVID money and then back to trifling sum. So what you're seeing here today in the form of the coordinating council in the form of what Kathy was talking about earlier, those \$6 million in innovation grants, what has been accomplished has been by sheer dint of will by the people who have been the supporters of that law and of elder justice in general. And that is really incredible. And we need to do a whole lot better to make the, you know, aspiration of the law and the work real. And I guess I'll just, you know -- yeah. I'll leave it there.

>> KRISTINA ROSE: Let me ask you a question, Dr. Stahl how did the research become such a critical part of the government's work on elder abuse?

>> SIDNEY STAHL: I think I can try and answer that. Let me give you a little bit of background in terms of my role in this thing. My wife is -- was a child protective service worker. And we had marvelous conversations about risk, about outcome, about programs and so forth. And I began to realize that of all the years I was a professor at Purdue, of all the research I had done and all the stuff I ever read, I had never seen anything in my literature in medical sociology or social gerontology about elder abuse. So after I came to NIH, I asked my director if I can take a week just to go into the library and to go online to figure out what was going on. And by noon on Monday, I was back in the office. It's a bit of an exaggeration. But there was basically nothing in the literature, scientific literature. Very few. There was a marvelous article by Mark (). It sounds like if a person had contact with adult protective services, they had an all cause one year mortality, three times of that of the match population. I figured that being in contact with APS was not killing them. So there's something else that had to be going on in the literature. So I asked the -- our director if I could put out an RFA, request for application, as the first elder abuse initiative at NIA. And I was resoundly rejected.

And so the consolation prize was the study that Kris mentioned called elder mistreatment abuse neglect and exploitation in an aging America. And I'm going to

give you two quotes from that that I think is very telling about the state of the art in 2003, quote: There is no solid understanding of the nature, causes, and consequences of elder mistreatment. The effectiveness and cost of current interventions or measures that could successfully be taken to prevent it or to ameliorate it. \$2003. And again, later in the book, no efforts have been made to develop, implement or evaluate interventions based on scientifically grounded hypothesis about the causes of elder mistreatment and no systematic research has been conducted to measure and evaluate the effects of existing interventions. So several 00,000 later and they came to the same conclusion that I had reached on noon on Monday, two years earlier.

Fortunately at that point, Stephanie was assigned to our branch as a presidential management intern, something close to that. And she helped me draft the first RFA for elder mistreatment. And the research at NIA continues today. I know there's at least one other RFA that has been let in the community. At the same time, MT somehow found me, and we had many lunches down town. And out of that came the idea of the elder justice working group, which () was heavily involved in at AJS. I tried to retire from NIH, and I was successfully retired for two days and a weekend before Edwin and Stephanie found me again. And asked me to come to work for justice on a part-time basis. And out of that, I helped develop the scientific portion of the first Elder Justice Coordinating Council meeting. I thought I was done and then Andy found me after I that and worked on bringing the -- some scientific knowledge in the literature to the elder justice initiative and especially their website. In the beginning there was zip. And I think that through the efforts of NIH and through the efforts of this coordinating council, I think we've come a remarkable distance. Does that sort of answer your question?

>> KRISTINA ROSE: You did a wonderful job of answering my question. MT, looked like you had something to say.

>> MARIE-THERESE CONNOLLY: I wanted to talk about one of Sidney's other role. When I became coordinator, it became clear that the administration was going to end, I begged for money, and miraculously, it materialized and I had a budget to which I wanted to devote the lion's share to research because of that dearth of knowledge on which I had been educated. And I was increasingly realizing the importance of it. But of course, you know, I was a government lawyer. I didn't really know anything about research. See we were working with someone at NIJ, a contractor, bless him. But there was not any infrastructure. It was, you know, as my boss used to call it, one of your rogue operations. So we were, you know -- so it turns out the money doesn't just give itself away. You need to have somebody that is both a project officer but also someone who is really looking at the science and making sure that the science is good. And we wanted to do science. So I would call up Sid and beg him to help with that gen and gen and gen. So most of the grants like Laura's study was really incredible ground breaking pieces of work, but occasionally, there was ones that caused a bit of a stomach ache and I would call Sid. It was before he knew how to block my calls. And so finally he in exasperation said: Why do you always make me be your middle finger? I'm able to use my own but I don't know how to use it in this context. But the other

thing that's revealing is that when Sid retired in 2012 they had a lovely retirement party for him at NIH. And I went, and they talked about all of their many accomplishments and not a single word was said about the contributions to the elder abuse field. I was sort of gob smacked by that. And so I stood up and said that I felt compelled to tell them about their secret relationship and role in really helping the -- lead the government effort on scientific progress in the elder justice field. So Sid, we all owe you a huge debt of gratitude.

>> KRISTINA ROSE: So we only have a minute left. I'm going to ask -- I'm going to do a lightning round here. So really lightning round. And this is going to be on the advice, the piece of advice, that you would most want to give folks that are working on elder justice now.

>> I would encourage people to continue on, remember the initial strategy used by the elder justice coalition and others as they were trying to get initial congressional support for the elder justice act, which was to sort of put it in people's faces. Is anyone against protecting older people? You know? It's a simple process. And I would offer this one bit of advice that I always remembered and I attribute it to Robin stone when we were working with Hillary Clinton. She says, you know, the real recipe to successfully advancing public policy is -- [no audio]. I found that to be very true. So continue to play an inside/outside game and continue to move forward.

>> KRISTINA ROSE: Thank you. MT, you want to go next?

>> MARIE-THERESE CONNOLLY: Sure. I think the most important thing we can do is figure out whether what we're doing worked in terms of the interventions and using rigorous science to figure out what the impact is of our best intentions and to find effective evidence-based prevention measures for the public, for professionals, and for policy makers so that we can put our resources into what we know there's the greatest impact. I think the synergy of this council is incredibly important. Together, we are more than the sum of our parts. And I think the third thing to remember is that in working on this stuff -- and I was really struck by this in my writing -- is that our negative views of aging are shame and denial and fear and disgust have a really insidious impact on ourselves and on the body politic. And time is sacred. You know, we have the sacred gift of time and that we really need to think of that as a sacred trust in terms of how we view aging, our own and along with others. And we can do better than we do now.

>> KRISTINA ROSE: Thank you. And Dr. Stahl, I'm going to let you close it out here.

>> SIDNEY STAHL: That's scary. I think most of the multidisciplinary research or work represented by the council is utterly essential and what you have accomplished in the last ten-ish years has been remarkable because of that multidisciplinary work. I think -- and I know that's tough to do, to do a work together especially within government restrictions. And I'd like to also say with three other ideas that Kathy Greenlee mentioned and MT just mentioned, and that is prevention, prevention,

prevention. And if you don't have that, we're going to be spinning our wheels for forever.

>> KRISTINA ROSE: Please join me in thanking this wonderful panel. Thank you.

>> ALISON BARKOFF: Thank you so much, Kris and MT and Sid and Edwin. I'll let you sit down while we close out. Wow. I was supposed to pull them up ten minutes ago but I just couldn't do it. Wow. We are all standing on the shoulders of giants, giants with passion, commitment, vision, strategic. And I hope that everyone takes what we heard today renewed commitment and passion and the idea that we can achieve so much more today. I was supposed to spend ten minutes talking about what's next. I think Stephanie covered some of that. And let me just say the call to action to the council and to the working group is, okay, we spent the day patting ourselves on the back. We've done good. And as you've heard from everyone, we have a moment in time. We can't stand in our world, and we need to think big and we need to think bold. That's the charge. Not just from me but we heard from really visionaries in the field.

Again, I just want to thank everyone here today, both for the people who helped, those who created the vision. All of the career and appointee leaders over the last decade, taken this idea of working together can turn into a big thing. And really, when we hear the accomplishments from each of you and the things that we highlighted, it's incredible. And finally, just ending with a we have a lot to do. We have the wind behind our backs that () was talking about. We have policy, we have programs. I think we might have the politics. It's always hard to read that. But as Edwin said, we just come in and say, who doesn't support protecting older adults? And I think we can get there. I would just like to extend a huge thank you first to the ACL team who worked so hard over months and months and months to pull this together. I really want to thank the Department of Justice and Andy for hosting us today. This was such an incredible place to celebrate. And I want to thank every one of you in this room and online for everything you have done. And importantly, what you will continue to do. So thank you for celebrating to us today. And happy ten-ish anniversary to the EJCC. Thank you.

[End of event. Thank you for using human realtime captioning.]