

To schedule training, please contact:  
[tracilee@utah.gov](mailto:tracilee@utah.gov)



# APS: Working Together with Multi-Jurisdictions

# Administration for Community Living: State Grants to Enhance Adult Protective Services

## Goals:

- Enhance multidisciplinary collaboration
- Training with Law Enforcement and Prosecution to improve outcomes for victims
- Expert services for complex financial exploitation cases
- Improve services for victims

## Training Development Team:

- Adult Protective Services
- Medicaid Control Fraud Unit
- Federal Bureau of Investigation
- U.S. Elder Justice Coordinator
- LE Training Coordinator (Sandy)
- District Attorneys (SLCo)
- Sheriff's and Officers (state-wide)



# *Abuse, Neglect, Exploitation:*

*At least 10% of adults age 65 and older will experience some form of elder abuse in a given year, with some older adults simultaneously experiencing more than one type of abuse.*

*~ Elder Justice Initiative*

# Mandatory Reporting Under Utah Law

(UC §26B-6-204)

“Any person who has reason to believe that any vulnerable adult has been the subject of abuse, neglect, or exploitation shall immediately notify Adult Protective Services intake or the nearest law enforcement agency. When the initial report is made to law enforcement, law enforcement shall immediately notify Adult Protective Services intake. Adult Protective Services and law enforcement shall coordinate, as appropriate, their efforts to provide protection to the vulnerable adult.”

# Vulnerable Adult

An elder adult, 65 years of age or older.

An adult (18-64) who has a mental or physical impairment which substantially affects that person's ability to:

- 1) Provide personal protection;
- 2) Provide necessities such as food, shelter, clothing or, mental or other health care;
- 3) Obtain services necessary for health, safety, or welfare;
- 4) Carry out the activities of daily living;
- 5) Manage the adult's own financial resources; or
- 6) Comprehend the nature and consequences of remaining in a situation of abuse, neglect, or exploitation.

# Adult Protective Services

## What APS Can Do:

- Perform protective needs assessments
- Coordinate with, or make referrals to, community resources and services
- Provide short-term, limited services to a vulnerable adult when family or community resources are not available to provide for the protective needs of the vulnerable adult

## What APS Cannot Do:

- Enter an adult's home without consent
- Take custody of an adult
- Conduct welfare checks
- Provide any service without voluntary consent of the victim, unless court ordered
- Investigate if victim is deceased

# HOW TO REPORT



- Email  
[APSIntake@utah.gov](mailto:APSIntake@utah.gov)
- Fax  
1-801-715-3428



- Intake Hotline  
1-800-371-7897  
  
Monday - Friday  
8:00 am to 5:00 pm



- Reports can be made 24/7 online. To submit a referral go to:  
  
[www.daas.utah.gov](http://www.daas.utah.gov)



# Federal Reporting

The United States Attorney's Office for the District of Utah considers financial fraud committed against the elderly as a high priority of cases to be prosecuted by the **Financial Crimes Section**. For that reason, cases with lower loss amounts will be considered for Federal prosecution.

Common cases include: romance scams, mass mailings targeting the elderly, telemarketing cases, fake kidnappings, and lottery cases to name a few.

To have a case screened for federal prosecution, contact **Special Agent Drew Scown** (FBI) at 801-579-1400.

For cases involving mail, contact **US Postal Inspector Travis Smoot** at 801-887-1923.

For state prosecutors or law enforcement who wish to screen a case directly with the United States Attorney's Office, contact Elder Fraud Coordinator, Jennifer Gully **AUSA** at 801-325-3236.

# APS Intake Criteria

## Rule 510-302

APS shall accept all referrals with allegations of abuse, neglect, or exploitation of a vulnerable adult in the State of Utah except as follows:

- When the referral does not involve an allegation that a vulnerable adult may have been or is being abused, neglected or exploited;
- When the referral does not identify a *current* abuse, neglect or exploitation allegation, but anticipates that abuse, neglect, or exploitation *may* occur;
- When the referral involves a vulnerable adult on an Indian reservation;
- When the referral involves an alleged incident in a long-term care facility involving an alleged theft or alleged loss of a resident's money and/or personal property, the alleged perpetrator(s) is unknown, and the money and/or personal property has been replaced, returned, or reimbursed by the facility;
- When the referral involves an alleged financial scam and/or alleged consumer fraud;
- When the referral contains insufficient information to locate the alleged victim.

# APS Investigative Process

- ❑ If an accepted referral is *not* an emergency, the APS investigation is initiated within three working days.
  - If the referral is an emergency that may involve imminent harm, APS will immediately contact local law enforcement and initiate the investigation within one hour.
- ❑ The investigator gathers information to make determinations on each allegation of abuse, neglect or exploitation.
- ❑ The investigator makes a determination on the case:
  - Without Merit
  - Inconclusive
  - Supported
- ❑ Findings are administrative, not criminal

# APS Investigative Process

- ❑ Adult Protective Services shall respect the lifestyle that is **knowingly** and **voluntarily** chosen by the vulnerable adult.
- ❑ A vulnerable adult with capacity to consent has the right to self-determination.
- ❑ All services provided are voluntary unless court ordered.
- ❑ A vulnerable adult abuse case has many stages from the incident through **investigation, prosecution, and victim recovery.**



# Capacity

Understanding  
Options and Choices  
Consequences  
Implement Decisions

# Capacity: Informed Decision Making

- ❑ The APS investigator will conduct **assessments** of **vulnerability** and **functional capacity** as it **relates to an allegation** of abuse, neglect, or exploitation of a vulnerable adult who is the subject of a report.
  - Full Capacity
  - Limited Capacity
  - Lacks Capacity
  
- ❑ The APS investigator **shall** perform **assessments** based on **protective needs** and **risks** for a vulnerable adult who is the subject of a report. The APS investigator will address any **protective needs** by making recommendations to and coordinating with the vulnerable adult or by making referrals to community resources.
  
- ❑ APS has three specialized licensed clinical therapists to assist with complex cases of capacity assessment.

# Utah APS Investigations FY23

APS investigated 4,087 cases of abuse, neglect, and exploitation of vulnerable adults.

- 59% female, 41% male
- 62% of allegations occurred in their own home
- 54% of alleged perpetrators were a family member or relative

Of those cases, 5,750 allegations were investigated, with the top three allegations being:

- 1523 Financial Exploitation
- 1176 Caretaker Neglect
- 1042 Emotional Abuse

# Case Scenario

- ❑ Mary and Fred are a couple in their late 70's. Fred requires total care with all areas of daily living. Mary is able to provide for her own personal care, but needs assistance with shopping as she no longer drives.
- ❑ Mary and Fred want to move to an assisted living or nursing home, but have had a difficult time finding one where they can stay together as their level of care needs are different.
- ❑ Mary and Fred allowed Fred's daughter and family to move into their home to help care for them. Mary provides all of Fred's care and is fearful of his daughter, but tries to keep the peace for Fred's sake. When they moved in, Mary and Fred were moved to a bedroom in the house, and that is 'their space'. Fred's daughter will pick up groceries and take them to medical appointments, but provides no other care and does not allow Mary to have access to their money.
- ❑ Fred's daughter and son-in-law had them sign a quitclaim deed to the home. Fred's daughter charges them rent, in the sum of \$5,000 per month, which is the sum of their income.

# Allegation Types

Utah Code 76-5-111

## ABUSE

Physical

Emotional

Sexual

Unlawful Restraint

Deprivation of Treatment

Isolation

## NEGLECT

Caretaker

Self-Neglect

## EXPLOITATION

Financial

Criminal Activity

Sexual

Personal Dignity



Utah Department of

**Health & Human Services**

Aging & Adult Services

# Abuse and Neglect Physical Signs

- Injury that is inconsistent with explanation for its cause; pain from touching, injury not cared for
- Cuts, puncture wounds, burns, bruises, welts
- Dehydration or malnutrition without illness-related cause
- Forced isolation
- Poor coloration, sunken eyes or cheeks
- Inappropriate administration of medication
- Soiled clothing or bed
- Frequent use of hospital or health care/doctor-shopping
- Lack of necessities such as food, water, or utilities
- Lack of personal effects, pleasant living environment, personal items

# Abuse and Neglect Behavioral Signs

- ❑ Fear, anxiety, agitation, anger Isolation, withdrawal, depression
- ❑ Non-responsiveness, resignation, ambivalence
- ❑ Contradictory statements, implausible stories
- ❑ Hesitation to talk openly
- ❑ Confusion or disorientation

# Perpetrator Characteristics

*In almost 60% of elder abuse and neglect incidents, the perpetrator is a family member.*

*Two thirds of perpetrators are adult children or spouses.*

- NCOA

- ❑ Prevents vulnerable adult from speaking to or seeing visitors
- ❑ Anger, indifference, aggressive behavior toward vulnerable adult
- ❑ History of substance abuse, mental illness, criminal behavior, or family violence
- ❑ Lack of affection toward vulnerable adult
- ❑ Flirtation or coyness as possible indicator of inappropriate sexual relationships
- ❑ Conflicting accounts of incidents
- ❑ Withholds affection



# Self-Neglect

## Warning Signs of Self Neglect

- Inadequate heating, plumbing or electrical service disconnected
- Animal feces in home
- Residence is extremely dirty, filled with garbage, or very poorly maintained
- Not cashing monthly checks
- Needing medical care, but not seeking or refusing
- Lacking fresh food, possessing only spoiled food, or not eating
- Refusing to allow visitors into residence
- Giving away money inappropriately
- Dressing inappropriately for existing weather conditions



# APS Assistance with Protective Services

- ❑ Can assist with **emergency, short-term placement** of a vulnerable adult in a life-threatening situation
- ❑ APS must first obtain emergency **protective order**
- ❑ APS has **no authority to transport** a victim
- ❑ Can assist with finding an appropriate placement

# Understanding Financial Exploitation of Vulnerable Adults

Older adults targeted because:

- ❑ Established assets: home, pension, Social Security, 401k, etc.;
- ❑ Abusers follow the money: adults 50+ own **77% of all assets** in the United States;
- ❑ Poverty increases the risk of financial exploitation: a regular check or place to live can make them a target;
- ❑ More reliant on others for help with shopping, bill pay, etc.

# Vulnerability

- ❑ Cognitive issues associated with **aging**;
- ❑ **Mild Cognitive Impairment (MCI)**: Doesn't interfere with daily life or function, but significantly impairs understanding financial concepts/ability to manage finances;
- ❑ Estimated that **15-20% of adults** over age 65 have MCI;
- ❑ Financial impairment is **earliest sign of cognitive decline**: someone functioning well overall may be impaired in this area.

# Family Dynamics

1 in 20 older adults (60+) will be financially exploited in their lifetime by a family member. Family is most common abuser.

❑ Control finances by **threats**:

- Move to nursing home/long-term care
- Limit access to grandchildren/harm to pets

❑ Control by **promises**: Care for the vulnerable adult in exchange for control of finances

Barriers to cooperation:

- Reluctant to get family member in trouble
- Concern about losing caregiver, forced to move from home

❑ Caretaker may feel **entitled** to funds/assets in exchange for care - abuse starts small and snowballs

# Power Imbalance

- ❑ Victim may be dependent on abuser, **physically or emotionally**.
- ❑ Abuser may **isolate** the victim to increase this dependence, keeping family/friends away.
- ❑ Abuser may **hide victim's glasses/hearing aids** to prevent them from reading mail or talking on the phone.
- ❑ May take phone away or **forward mail**.
- ❑ Power imbalance between victim and abuser raises issue of **undue influence**.

# Indicators of Financial Exploitation

- ❑ **Unusual charges** on credit/debit card, or unusual withdrawals from bank account
- ❑ ATM transactions for housebound victim
- ❑ Abuser is **financially dependent** on victim
- ❑ Bills are **unpaid**, utilities are **shut off**, or there is little food in the house
- ❑ Victim suddenly has **insufficient funds** to cover usual needs
- ❑ Victim doesn't understand finances or know what assets they have
- ❑ Property or valuables are **disappearing**

# Indicators of Financial Exploitation Cont.

- ❑ **Recent change** in will, property ownership, power of attorney
- ❑ Victim has a **new best friend or love interest** helping with finances
- ❑ Child/grandchild **moves into** victim's home
- ❑ Other risk factors for financial exploitation:
  - Grief
  - Social isolation
  - Living with a large number of unrelated people



# Utilization of Financial Exploitation Auditor

APS has an **in-house financial auditor** and contracts with a **forensic accounting firm**, which may be utilized by law enforcement when APS has an open case on the same matter.

- Analysis in complex cases with multiple accounts (including trust accounts), transactions, business entities, or properties
- Ability to track transfers of funds, including who was responsible for transaction
- Fraud detection
- Distinguish between expenses on behalf of victim versus expenses benefitting suspect
- Analyze budgetary issues and determine necessary expenses
- Advice regarding propriety of gift, loan, or property transfer
- Establish restitution amount

# Top Scams Targeting Seniors

- Imposter Scam (IRS, SS, Medicare)
- Sweepstakes/Lottery Scams
- Grandparent Scam
- Affinity Fraud
- Funeral/Cemetery Scam
- Computer Tech Support Scam
- Telemarketers
- Romance Scam
- Investment Scam/Ponzi Scheme
- Counterfeit Prescription Drugs
- Health Insurance/Medicare Fraud
- Home Repair Fraud

# Reporting a Scam or Consumer Fraud

**FBI Internet Crime Complaint Center (IC3)**

[IC3.gov](https://www.ic3.gov)

**Consumer Financial Protection Bureau**

855-411-2372

[consumerfinances.gov](https://consumerfinances.gov)

**Federal Trade Commission**

877-ID-THEFT

[reportfraud.ftc.gov](https://reportfraud.ftc.gov)

**National Elder Fraud Hotline**

833-FRAUD-11 (372-8311)

**Utah Department of Consumer Protection  
(Fraud)**

801-530-6601

**Utah Department of Securities  
(Investments)**

801-530-6600

**Utah Insurance Department**

801-538-3800



Utah Department of

**Health & Human Services**

Aging & Adult Services

# Collaboration with APS

APS and law enforcement frequently have open cases on the same individual or incident. Collaboration can include:

## APS can assist with:

- Interviews where cognition/capacity is at issue
- Medical and financial records gathered in an APS investigation

## Law enforcement can assist with:

- Perpetrator interviews
- Sexual assault interview of elderly victims (CJC utilized for victims with disabilities)
- Collaboration on community outreach and events

# Working with Vulnerable Populations

- Treat people as adults
- Use person-centered language
- Speak directly to the person/eye contact
- Use your voice appropriately
- Do not speak for the person
- Empathize with the situation
- Allow time for response/silence
- Do not make assumptions or jump to conclusions
- Be aware of/offer accommodations
- Be sensitive to their perspective
- Talk to person's supports to understand a person's strengths and limitations
- Be aware of your own reactions

**“The biggest communication problem is we do not listen to understand. We listen to reply.”**

*- Stephen R. Covey*

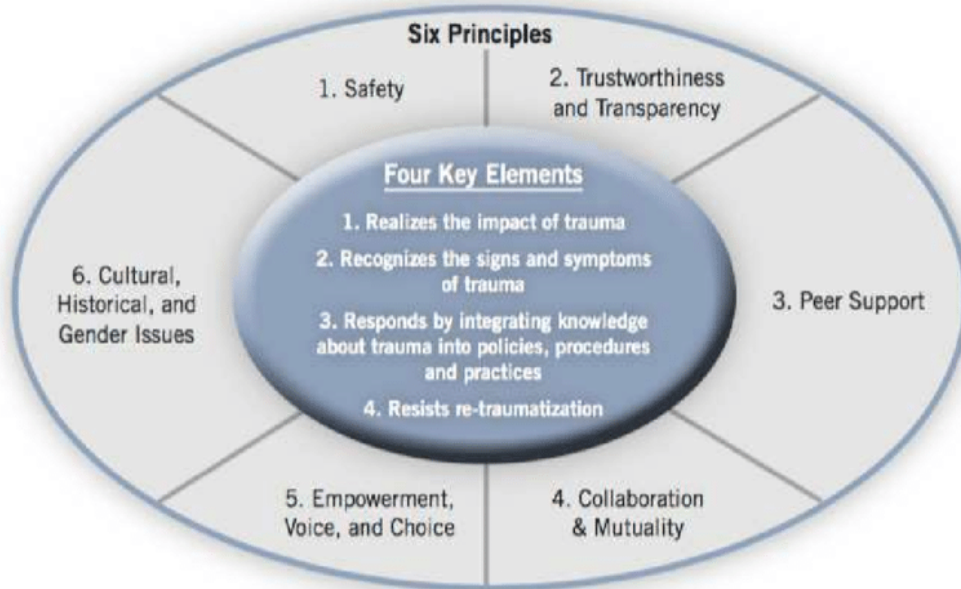


# Trauma-Informed Care



*“Trauma has no boundaries with regard to age, gender, socioeconomic status, race, ethnicity, geography or sexual orientation. ...it has become evident that addressing trauma requires a multi-pronged, multi-agency public health approach inclusive of public education and awareness, prevention and early identification, and effective trauma-specific assessment and treatment.”*

# Trauma-Informed Care



“Trauma-informed care is a strengths based framework that is grounded in an understanding of and responsiveness to the impact of trauma, that emphasizes physical, psychological, and emotional safety for both providers and survivors, and that creates opportunities for survivors to rebuild a sense of control and empowerment.”

# Victim-Centered Approach

This approach is defined as the systematic **focus on the needs and concerns of a victim** to ensure the compassionate and sensitive delivery of services in a nonjudgmental manner. The victim-centered approach seeks to minimize retraumatization associated with the criminal justice process by:

- Providing the support of victim advocates and service providers
- Empowering survivors as engaged participants in the process
- Providing survivors an opportunity to play a role in seeing their perpetrators brought to justice
- Both Trauma-Informed Care and the Victim-Centered Approach apply to all phases, from investigation to post-adjudication

# Benefits of Trauma-Informed Care and Victim Centered Approaches

- ❑ Produces better and more thorough evidence
- ❑ Better promotes healing, recovery and empowerment
- ❑ Victims more likely to participate in prosecution
- ❑ Considers issues unique to the vulnerable adults
- ❑ Uses victim advocates and case managers
- ❑ Victim better prepared to emotionally endure proceedings

# Case Scenario

- ❑ Mary and Fred are a couple in their late 70's. Fred requires total care with all areas of daily living. Mary is able to provide for her own personal care, but needs assistance with shopping as she no longer drives.
- ❑ Mary and Fred want to move to an assisted living or nursing home, but have had a difficult time finding one where they can stay together as their level of care needs are different.
- ❑ Mary and Fred allowed Fred's daughter and family to move into their home to help care for them. Mary provides all of Fred's care and is fearful of his daughter, but tries to keep the peace for Fred's sake. When they moved in, Mary and Fred were moved to a bedroom in the house, and that is 'their space'. Fred's daughter will pick up groceries and take them to medical appointments, but provides no other care and does not allow Mary to have access to their money.
- ❑ Fred's daughter and son-in-law had them sign a quitclaim deed to the home. Fred's daughter charges them rent, in the sum of \$5,000 per month, which is the sum of their income.

# Case Scenario Discussion

Allegations?

Evidence?

Is there a crime?

What next?

[Responding to Elder Abuse: What Law Enforcement Should Know - Office for Victims of Crime](#)

# It Takes a Village . . .



Addressing vulnerable adult abuse and exploitation requires the participation of many agencies. Now that we have discussed APS's role, we will examine the role of law enforcement investigation and prosecution.



**What is needed  
for successful  
case  
outcomes?**

# Law Enforcement Tips

- ❑ Elder abuse is underreported. The first time someone reports or sees the abuse is likely not the first time it happened.
- ❑ Elder abuse often accompanies financial abuse, and vice versa. Make sure you evaluate for other crimes.
- ❑ Gather evidence: you may be the only chance for law enforcement and prosecution to see firsthand what is going on. Write a detailed report. Record what you observe.
- ❑ Talk to friends, neighbors, caretakers and preserve their statements. Get information on:
  - Victim's health
  - Abilities (i.e. are they ambulatory? housebound?)
  - Mental capacity
- ❑ If you need additional support: APS, victim advocate, Medicaid Fraud Control Unit. MFCU has jurisdiction for health care and board and care facilities and can assist or take the case.

# Evidence Gathering at the Scene: Financial Exploitation

- ❑ Get copies of power of attorney, guardianship/conservatorship docs, deeds, titles, will/trust. Having a power of attorney or guardianship/conservatorship does not make something a civil matter.
  - Limitations on authority/others cannot benefit from victim's funds
  - Capacity issues when signed (POA)
- ❑ Ask victim basic financial questions. If victim doesn't know/is confused, could be an indicator that someone is exploiting them.
  - Where do they bank? Do they have an ATM card?
  - Who has access to accounts/credit cards? Does anyone help them with finances?
  - Have there been recent changes to will, power of attorney, bank account ownership or property ownership?
  - Are they supporting anyone financially?
- ❑ Get the perpetrator's story

# Evidence Gathering at the Scene: Abuse/Neglect

- ❑ Talk to the victim, even if they have limited capacity. Prosecutors need to know their condition at the time of the crime.
- ❑ Talk to caretaker. Document their explanation of injuries, even if it is complex and explanation seems reasonable.
  - Ask who medical provider is (so records can be subpoenaed)
  - Medications/dietary needs/recent hospitalization
- ❑ Photographs: take more than you think you need
  - Rule of three: person as a whole, injury, injury next to ruler to show scale
  - Photograph condition of the home, including soiled sheets, inadequate/spoiled food, medication

# Interviewing and Communication Tips

- Meet in surroundings familiar to the individual and ensure that it is a safe environment
  - Prevent the alleged perpetrator from being present/pressuring the victim adult
- Minimize distractions - too much light/sound, a cramped room, or people coming in and out of the room can be overstimulating or confusing
- Accommodate daily routine
  - Example: Sundowning, if the victim has Alzheimer's Disease
- Identify support person to have present, if possible
- Establish trust, explaining who you are and what you will be doing
- Watch facial expressions and gestures for added meaning
- Use short, simple sentences
- Utilize adaptive technology if needed

# Evidence for FX: Financial Records

## Bank/Financial records:

- ❑ How to obtain: with subpoena or warrant; APS may also have records
- ❑ What to request: Account opening documents, signatory cards and records, cancelled checks, monthly statements, and video footage from transactions, if available
- ❑ Time period for request: At least 90 days prior to the alleged fraud (to identify regular spending patterns)
- ❑ Analyze documents for spending patterns/unusual activity:
  - May want to utilize APS financial auditor
- ❑ Request early in the investigation, banks can be slow in responding

# Evidence for Financial Exploitation

## Power of Attorney:

- Having a power or attorney does **not** necessarily make something a **civil matter**
- Authority is limited** to the terms: banking, property, gifting, agent compensation
- Execution: Signed before/after **capacity issues**? Compare with medical records
- Must act in **best interests** of principal/no commingling
- Contact attorney who prepared documents for additional information about capacity/history

## Guardianship/Conservatorship:

- Review court orders to see extent of authority, any **limitations on authority**
- Guardians/conservators required to file **yearly reports** regarding finances/status; obtain by contacting GRAMP Program at the Administrative Office of the Courts

# Evidence for Financial Exploitation

- ❑ **Credit report:** Have alleged victim request if possible, or request a credit report if there are suspected purchases using victim's accounts or credit
  - Tip: Free credit reports can be obtained annually by individuals at [www.annualcreditreport.com](http://www.annualcreditreport.com) or by calling (877) 322-8228
- ❑ Identify **email accounts** for victim/perpetrator, send preservation request
- ❑ Identify **phone number(s)** of suspect/consider obtaining phone records
- ❑ Conduct an **asset check** on the alleged victim and perpetrator
  - TLO, Accurint, Experian
  - Agencies might be able to seize, freeze, or preserve real property or assets
- ❑ Obtain Suspicious Activity Reports (**SARS**) and Currency Transaction Reports (**CTRs**)

# Evidence Collection for Abuse/Neglect

## Medical records:

- Doctor's/nurse's notes, progress reports, orders
- Medications/dietary needs (for neglect and self-neglect cases)
- Use records to create a timeline, how condition and capacity changed over time

## If offense occurred in a facility (nursing home, assisted living facility, etc.) records:

- Timesheets (to place the perpetrator at the scene)
- Unusual incident reports
- Training reports (proves knowledge)
- Facility investigation reports
- Video surveillance footage

# Overcoming Barriers

- ❑ Prosecuting vulnerable adult abuse is difficult, but not impossible
  - Victim may be unable or unwilling to testify
  - Communication barriers
  - Lack of memory
- ❑ Education
  - Law enforcement, providers, sister agencies, prosecutors
  - Community outreach
- ❑ Strategies for:
  - Interviewing
  - Evidence collecting
  - Prosecution

# Preparing for Prosecution: Investigators

- ❑ Prepare a final investigative report
- ❑ Screen with prosecutor
  - Be prepared to discuss timelines, fraud period, loss amounts, key facts and witnesses, potential charges and defenses, summons vs. arrest, etc.
- ❑ Assist in determining if expert witness is needed and identify how soon to utilize
- ❑ If charges will be filed, determine if assets should be seized, frozen, or preserved (either in advance or simultaneously with the charging document)



# Multi- disciplinary Teams (E-MDT)

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The Benefits of E-  
MDTs to the Victim,  
Team Members, and  
Community



Utah Department of  
**Health & Human Services**  
Aging & Adult Services

# E-MDT Benefits



## VICTIMS

- Access to coordinated services
- Reduces number of systems to navigate
- Services are victim-tailored



## TEAM MEMBERS

- Greater confidence in case planning
- Provides assistance in resolving difficult cases
- Improves interagency communication



## COMMUNITY

- Creates community responsibility for victim safety.
- Strengthens families and communities.
- Extends the capacity of limited resources



# E-MDT Resources

## Elder Justice Network Locator Map

- ❑ Locate and collaborate with elder justice networks/teams across the nation.
- ❑ Filter networks by state using the navigation tools, or search by a key word menu provided above the map
- ❑ <https://www.justice.gov/elderjustice/elder-justice-network-locator-map>

E-MDTs are **STRONGLY ENCOURAGED** to add their team to the map  
Please send network name, type, address, web address, and email  
to [elder.justice@usdoj.gov](mailto:elder.justice@usdoj.gov)

# E-MDT Core Team Members

- Adult Protective Services
- Law Enforcement (State, Federal, Local)
- Prosecution (State, Federal, Local, MFCU)
- Victim Advocate(s)
- Mayor (representative and support for local MDT)
- City Council (representative and support for local MDT)

# E-MDT Extended Team Members (as necessary)

- Mental Health
- Health Department
- Code Enforcement
- Aging Services
- FIRE Services
- Local Community Council
- Housing Authority
- VA (if veteran)
- Animal Services
- Public Utilities
- DSPD
- Water Department
- Local religious leaders
- Other resources (as the victims circumstances dictate, Geriatrician, medical, psychological, EMS)



## Vicarious Trauma

*“...a change in their world-view is considered inevitable.”*

# The Vicarious Response Initiative

(made available, in part, through funding by grant number 2019-V3-GX-K007 from the Office of Victims of Crime, as subrecipients through the International Association of Chief's of Police.)

*Individuals who respond to crime victims are impacted by trauma exposure. The Vicarious Trauma Response Initiative (VTRI) envisions victim service providers engaged in a community of practice with allied professionals that understand the impact of vicarious trauma and employ interdisciplinary, cross-agency, collaborative efforts that promote their health, well-being and resilience.*

## Community Implementation Site:

- Division of Aging and Adult Services, Adult Protective Services
- Salt Lake City Police Department
- Salt Lake City Family Justice Center
- Urban Indian Center
- Institute for Disability Research, Policy, and Practice (formally Center for Persons with Disabilities)
- Salt Lake City Fire and EMS
- Utah Pride Center

# Vicarious Trauma

“We have known for some time that trauma has immediate and lasting effects on victims. We are now more aware of the effects of trauma, experienced directly and vicariously, on the wide range of professionals who respond to and care for survivors. All too often, exposure to trauma manifests itself in many ways, from the psychological to the emotional to even the physical. Research shows that such vicarious trauma, left unaddressed, leads to staff burnout, turnover, stress, and lesser quality of services to victims.”

- *Marilyn Roberts, Acting Director, OVC*

What are the top three negative impacts of vicarious trauma within law enforcement?

Why do officers not report they are experiencing vicarious trauma?

# Vicarious Trauma

Vicarious traumatization is a *negative* reaction to trauma exposure and includes a range of psychological symptoms that providers and responders may experience through their intervention with those who are experiencing or have experienced trauma.

The Vicarious Trauma Toolkit (VTT) introduces a new model for examining and conceptualizing the impact of vicarious trauma and the reactions and experiences of victim service providers and first responders.

Office for Victims of Crime

- The Vicarious Trauma Toolkit

<https://ovc.ojp.gov/program/vtt/tools-law-enforcement>

Cordico

- Officer Wellness
- <https://www.cordico.com/shield/>



# Vicarious Trauma - Who is at Risk?

## Who is at Risk:

- Prior traumatic experiences;
- Social isolation, both on and off the job;
- A tendency to avoid feelings, withdraw, or assign blame to others in stressful situations;
- Difficulty expressing feelings;
- Lack of preparation, orientation, training, and supervision in their jobs;
- Being newer employees and less experienced at their jobs;
- Constant and intense exposure to trauma with little or no variation in work tasks; and
- Lack of an effective and supportive process for discussing traumatic content of the work.

# Vicarious Trauma - Common Reactions

- ❑ Difficulty managing emotions;
- ❑ Feeling emotionally numb or shut down;
- ❑ Fatigue, sleepiness, or difficulty falling asleep;
- ❑ Physical problems or complaints, such as aches, pains, and decreased resistance to illness;
- ❑ Being easily distracted, which can increase one's risk of accidents;
- ❑ Loss of a sense of meaning in life and/or feeling hopeless about the future;
- ❑ Relationship problems (e.g., withdrawing from friends and family, increased interpersonal conflicts, avoiding intimacy);
- ❑ Feeling vulnerable or worrying excessively about potential dangers in the world and loved ones' safety;
- ❑ Increased irritability; aggressive, explosive, or violent outbursts and behavior;
- ❑ Destructive coping or addictive behaviors (e.g., over/under eating, substance abuse, gambling, taking undue risks in sports or driving);
- ❑ Lack of or decreased participation in activities that used to be enjoyable;
- ❑ Avoiding work and interactions with clients or constituents; and
- ❑ A combination of symptoms that comprise a diagnosis of Posttraumatic Stress Disorder (PTSD).



# Vicarious Trauma - What can you do?

## As a co-worker:

- ❑ Reach out and talk to them individually about the impact of the work;
- ❑ Help them establish a consistent work-to-home transition that creates an important boundary and safe place outside the workplace;
- ❑ Encourage them to attend to the basics—sleep, healthy eating, hygiene, and exercise;
- ❑ Support connections with family, friends, and coworkers;
- ❑ Refer them to organizational supports such as a peer support team, employee assistance program, or chaplain; and
- ❑ Encourage them to discuss their experience with their supervisor.

## As a supervisor:

- ❑ Discuss vicarious trauma as part of supervision;
- ❑ Allow flexible work schedules, recognizing the need for and protecting down time, while staying attuned to the possibility of withdrawal or isolation;
- ❑ Create time and a physical space at work for reflection through reading, writing, prayer, and meditation, among other activities; and
- ❑ Refer to therapeutic and professional assistance, when appropriate.

# Vicarious Trauma

*We work in a time where peer support is a critical component of law enforcement—as important as our flashlight, handcuffs, weapon, or ballistic vest. There are numerous local and national support services for first responders. My humble suggestion is that we become students of our craft and never stop looking for the help that we will inevitably need. As a peer support unit director, the degree of help we provide is met with an equal responsibility to care for ourselves. To help others, we must recognize the need to help ourselves first.*

Sgt. Christopher J. A. Scallon, Norfolk, Virginia, Police Department



- Recorded Trainings
- Resources
- Stress & Anxiety
- Stress/VT Assessments
- Supervision
- Ted Talks, Podcasts, Webinars
- Vicarious Trauma Individualized Templates
- Vicarious Trauma Policy

Toolkit

# Resources

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# Law Enforcement Training Resources

- ❑ NAPSA  
<https://www.napsa-now.org/>
- ❑ FinCEN  
<https://www.fincen.gov/>
- ❑ NW3C  
<https://nw3c.org/>
- ❑ IC3  
<https://www.ic3.gov/default.aspx>
- ❑ APS TARC (Technical Assistance Resource Center)  
<https://apstarc.acl.gov/>
- ❑ Elder Justice Initiative  
<https://www.justice.gov/elderjustice>
- ❑ EAGLE  
<https://www.justice.gov/elderjustice/eagle-elder-abuse-guide-law-enforcement>
- ❑ SAFTA  
<https://www.justice.gov/elderjustice/safta-senior-abuse-financial-tracking-and-accounting-tool-toolkit>
- ❑ IACP's Elder Abuse Roll Call  
<https://www.theiacp.org/elder-abuse>
- ❑ OLTJ Training  
<https://evawintl.org/olti/>

# Resources for Working with Vulnerable Populations

- ❑ Division of Aging and Adult Services  
801-538-4171 / <https://daas.utah.gov>
- ❑ Division of Services for People with Disabilities  
801-538-4200 / <https://dspd.utah.gov>
- ❑ Division of Substance Abuse and Mental Health  
801-539-3939 / <https://dsamh.utah.gov>
- ❑ Mobile Crisis Outreach Team (MCOT)  
801-587-3000
- ❑ Suicide Prevention Lifeline - 988  
1-800-273-TALK (8255) / <https://suicidepreventionlifeline.org/>
- ❑ Utah Domestic Violence Hotline  
1-800-897-LINK (5465)
- ❑ Silver Alert: Similar to an Amber Alert, for adults 60+ with dementia

- ❑ Catholic Community Services  
801-977-9199/ [www.ccsutah.org](http://www.ccsutah.org)
- ❑ Crossroads Urban Center  
801-364-7765 / [www.crossroadsurbancenter.org](http://www.crossroadsurbancenter.org)
- ❑ Office of Public Guardian  
801-538-8255 / <https://daas.utah.gov/office-of-public-guardian>
- ❑ LDS Transitional Services  
801-240-7242
- ❑ Rape Recovery  
801-467-7273 / [www.raperecoverycenter.org](http://www.raperecoverycenter.org)
- ❑ Ruff Haven Crisis Sheltering  
801-251-6765 / [www.ruffhaven.org](http://www.ruffhaven.org)
- ❑ Utah Community Action  
801-359-2444 / [www.utahca.org](http://www.utahca.org)
- ❑ Fourth Street Clinic  
801-364-0058/ [www.fourthstreetclinic.org](http://www.fourthstreetclinic.org)
- ❑ The Road Home  
801-990-9999 / [www.theroadhome.org](http://www.theroadhome.org)

# Community Resources

Area Agencies on Aging (statewide):

<https://daas.utah.gov/locations-new/>

- Meals on Wheels
- In-home Services
- Senior Transportation
- Caregiver Support
- Legal Services
- Refugee Assistance (SLCo)
- Utah Senior Health Insurance (SHIP)
- Senior Medicare Patrol
- Utah Senior Health Insurance

Alzheimer's Association:

(800) 272-3900 24 hours

(801) 265-1944 Utah Chapter

Family Justice Center (Salt Lake & Utah County):

(801) 537-8600 (SL) / (801) 851-8554 (UC)

Utah 211: <https://www.211utah.org>

Utah Aging: <https://www.utahaging.org>

# Additional Financial Resources & Reporting

Medicaid Fraud Control Unit (MFCU)  
(801) 281-1259

AARP Fraud Watch Network  
(877) 908-3360; [aarp.org](https://aarp.org)

National Council on Aging  
[ncoa.org](https://ncoa.org)

Money Smart for Older Adults  
[fdic.gov/consumers/consumer/  
moneysmart/olderadult.html](https://fdic.gov/consumers/consumer/moneysmart/olderadult.html)

Do Not Call Registry  
[donotcall.org](https://donotcall.org)

Social Security Administration (if benefits  
misused/stolen)  
(800) 269-0271

Veterans Affairs (if VA benefits  
misused/stolen)  
(888) 407-0144

Utah GRAMP (if conservator or guardian  
involved)  
(801) 578-3925

# Specialized Resources

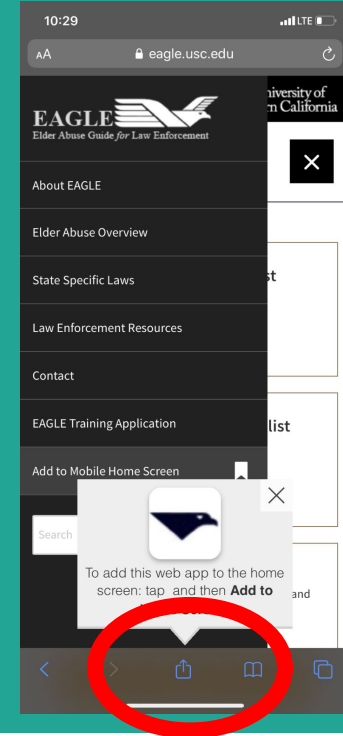
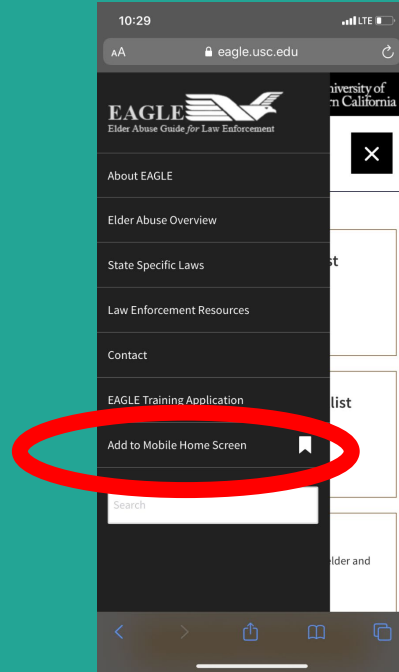
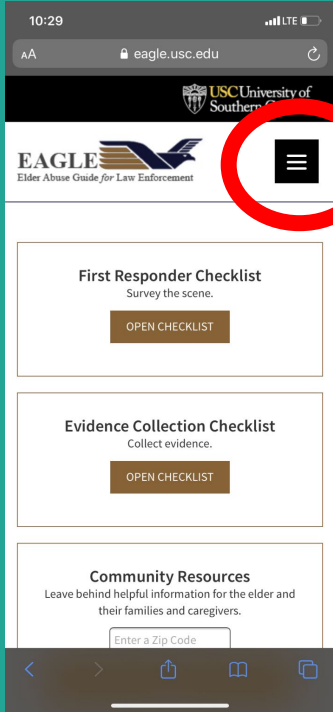
- ❑ Nw3c.org Financial Investigations Triage
- ❑ FinCEN
- ❑ Victim Rights Brochure
- ❑ APS Brochures
- ❑ Eide Bailly: Training specific to forensic auditing; contact [dcash@eidebailly.com](mailto:dcash@eidebailly.com) to schedule

[Link to Law Enforcement Resources Folder](#)



# EAGLE: Elder Abuse Guide for Law Enforcement

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





Utah Department of  
**Health & Human Services**  
Aging & Adult Services

# Let's all take part in a holistic approach to combat abuse of vulnerable adults!

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