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GOOD AFTERNOON, EVERYONE. I AM JOE PASKOSKI FROM GPO. I AM WITH MY COLLEAGUES. ASHLEY FOR TECH SUPPORT AND ALSO MY COHOST TODAY, HELEN KEREMEDJIEV. SHE WILL BE MONITORING THE CHAT FOR QUESTIONS. WE HAVE A TERRIFIC WEBINAR. ELDER JUSTICE NETWORKS AND LIBRARIES . AND OUR PRESENTERS TODAY ARE JENEFER DUANE FOR THE CONSUMER PROTECTION FINANCE BUREAU. AND THE PROJECT MANAGER FOR ICS. EMILY ROSS, CHAIR. FOR THE FINANCIAL LITERACY GROUP. AND RACHEL STEPHENSON PROGRAM LIBRARIAN AT ERIE PUBLIC LIBRARY. AND THE ELDER FINANCIAL SAFETY CENTER FINANCIAL COACH AND COUNSELOR FROM THE SENIOR SOURCE. STEPHEN BENTON. SO LET US MOVE IT OVER TO OUR PRESENTERS WHO WILL TAKE IT FROM HERE.

THANK YOU AND GOOD AFTERNOON, EVERYONE. THIS IS JENEFER DUANE . OFFICE FOR OLDER AMERICANS. I'M SO DELIGHTED TO BE HERE THIS AFTERNOON. THANK YOU FOR TAKING THE TIME TO LISTEN TO OUR PRESENTATION. I ALSO WANT TO PUT OUT A BIG THANK YOU TO GPO. FOR HOSTING US. AND HOSTING THIS EVENT. JOE, ASHLEY, AND HELEN KEREMEDJIEV FOR THE ENTIRE SUPPORT. THANK YOU, SO VERY MUCH. OF COURSE TO OUR SPEAKERS AT OUR GUEST SPEAKERS. SO BEFORE I CAN GO ANY FURTHER I JUST NEED TO RUN THIS DISCLAIMER BY YOU. IT STATES THAT THIS PRESENTATION IS BEING MADE BY ONE OR MORE CONSUMER FINANCIAL PROTECTION BUREAU REPRESENTATIVES. IT DOES NOT CONSTITUTE A LEGAL INTERPRETATION, GUIDANCE, ADVICE. OR ANY OPINIONS OR VIEWS STATED BY ANY OF US REPRESENTING THE VIEWER OUR HOURS ALONE. AND MAY NOT REPRESENT THE BUREAU VIEWS. SO, MOVING ON. THEY ARE IM, WELCOME AGAIN. THAT IS WHAT I LOOK LIKE IF YOU'RE LOOKING AT ME. ALTHOUGH THERE ARE A COUPLE OF CHANGES. BUT IT IS PRETTY CLOSE. I AM AN OLDER AMERICAN SENIOR PROGRAM ANALYST. I'VE BEEN HERE SINCE 2011. I WAS ONE OF THOSE INAUGURAL STAFF MEMBERS. WHEN THE BUREAU STOOD UP IN 2011. IT HAS BEEN A REAL PLEASURE TO WORK WITH THE BEER ALL THIS TIME. I AM THE LEAD OF THE ELDER FRAUD PREVENTION AND RESPONSE NETWORKS PROGRAM. AND I ALSO AM THE ORIGINAL AUTHOR, CO-AUTHOR OF THE MONEY SMART FOR OLDER ADULTS PROGRAM. I KNOW MANY OF YOU HAVE USED. WE THANK YOU FOR GETTING THIS OUT IN THE FIELD. SO, NEXT UP HERE IS OUR AGENDA TODAY. A QUICK OVERVIEW. WE HAVE DONE THE WELCOME AND INTRODUCTION. WE WILL HEAR FROM EMILY MROSS WHO WILL SPEAK ABOUT THE FINANCIAL LITERACY INTEREST GROUP, REFERENCE AND USER SERVICES ASSOCIATION. IN THE AMERICAN LIBRARY ASSOCIATION. BACK TO ME FOR ELDER JUSTICE NETWORKS. THAT WE WILL ALSO HAVE A GUEST PRESENTER. AND WE WILL TALK ABOUT RESOURCES FOR LIBRARIES AND PATRONS. INCLUDING ANOTHER GUEST PRESENTER. WE WILL GO TO Q&A AND CLOSE PROMPTLY AT 3 P.M. SO, NEXT WE WILL HAVE A POLL QUESTION. THIS IS A MULTI-SELECTION. WHAT ROLE DO YOU PLAY IN COMBATING ELDER FINANCIAL EXPLOITATION? THIS IS SPECIFICALLY FOR LIBRARIANS. IF YOU ARE NOT A LIBRARIAN? JUST STEP ASIDE. SEE WHAT LIBRARIANS HALF TO SAY HERE. THAT WOULD BE GREAT. WE WANT TO HEAR FROM LIBRARIANS. WE KNOW THERE ARE OTHER PROFESSIONS ON THE CALL. PLEASE SELECT. ALSO HIT SUBMIT.

THANK YOU.

ARE YOU ABLE TO SEE THE RESPONSES?

I AM.

THE POLL IS CLOSED AND I SEE THE RESULTS. THREE ARE ALERTING. SIX ARE OFFERING CLASSES. SIX ARE DISTRIBUTING. AND FOUR OTHERS OF THAT SHOULD BE IN THE CHAT. THANK YOU VERY MUCH FOR YOUR RESPONSES.

NOW, GETTING READY FOR THE SECOND.

THIS IS AGAIN FOR PATRONS. IF THEY ARE OFFERING OR ENTERING FINANCIAL INFORMATION THAT APPEARS TO BE A FRAUDULENT SITE. OR YOU'RE TRYING TO TALK TO ONE OF YOUR PATRONS THAT IS A SENIOR OUT OF THE FINANCIAL. HOW OFTEN DO FRAUD AND SCAMS COME IN YOUR WORK WITH OLDER PATRONS? WOULD THAT BE DAILY? ALMOST A DAILY? ONCE OR TWICE PER WEEK? A FEW TIMES EACH MONTH? LESS FREQUENTLY? OR NEVER. AGAIN, WE ARE LOOKING FOR RESPONSES FROM OUR LIBRARY AND LIBRARY AND.

THESE ARE 4, AND ONCE PER TWICE. A FEW TIMES PER MONTH IS 19. LESS FREQUENTLY IS 12. ONWARD. BUT BEFORE WE GO TO EMILY. I WANT TO ASK IN THE CHAT. IF ANY AND ALL WOULD LIKE TO RESPOND TO THIS. WHEN YOU OBSERVE FINANCIAL EXPLOITATION. REFER TO EFE . WHAT DO YOU DO? WHAT IS YOUR RESPONSE? PLEASE LET US KNOW IN THE CHAT. DO YOU COLLABORATE WITH A LOCAL PARTNER? I CANNOT CHAT AT THE MOMENT. NOW I SEE THE CHAT. KEEP CARRYING ON WITH YOUR ANSWERS. REFERRAL TO LAW ENFORCEMENT. REFERRED TO VICTIM SERVICES AGENCY, APS, OFFICE OF ATTORNEY GENERAL. EXCELLENT. IT LOOKS LIKE WE ARE ALL DOING THE RIGHT THING HERE. GREAT. FOR THOSE OF YOU THAT DO NOT KNOW? THESE ARE ALL VERY MUCH CORRECT ANSWERS. I DO ALL OF THEM. A CROSS REPORT TO ALL OF THEM WHICH IS ALWAYS GOOD PRACTICE. SO, THANK YOU FOR THOSE RESPONSES. FEEL FREE TO KEEP THEM COMING. NOW I WOULD LIKE TO TURN OVER TO EMILY MROSS TO TALK ABOUT FINANCIAL LITERACY INTEREST GROUP. IT HAS BEEN A WHILE.

I KNOW WE HAVE A COMBINATION OF LIBRARY WORKERS. AND MY MESSAGE IS PRIMARILY TO OUR LIBRARIANS. BUT IF YOU ARE A REPRESENTATIVE FROM A BANK OR INSTITUTION THAT CAN PROVIDE FINANCIAL LITERACY INFORMATION TO GROUPS? WITH VARIOUS LIFE STAGES I WORK AT THE COLLEGE LEVEL. I WORK WITH PEOPLE 18 TO 25 ON A DAILY BASIS, BUT NOT ALWAYS. LIBRARIES SERVE DIFFERENT COMMUNITIES. YOUR LOCAL LIBRARY OR COMMUNITY COLLEGE OR UNIVERSITY COULD BE NEED OF FINANCIAL INFORMATION. THIS CAN BE RELEVANT TO YOU, AS WELL. BUT IF YOU ARE A LIBRARIAN? THE FINANCIAL LITERACY INTEREST GROUP IS A SUB DIVISION OF THE REFERENCE AND USER SERVICES ASSOCIATION. AND ANY MEMBER OF ALA IS WELCOME TO JOIN OUR GROUP. I HAVE A MAILING LIST THAT ANYBODY IS WELCOME TO JOIN. PRIMARILY TARGETED FOR LIBRARIANS. BUT IF YOU'RE INTERESTED IN FINANCIAL LITERACY? WE ARE WORKING WITH DIFFERENT COMMUNITIES IN YOU'RE WELCOME TO JOIN OUR MAILING LIST. THE FINANCIAL LITERACY INTEREST GROUP IS FOR LIBRARIANS OR LIBRARY WORKERS. IN ANY TYPE OF LIBRARY WHO ARE INTERESTED IN DEVELOPING FINANCIAL LITERACY PROGRAMMING. SHARING FINANCIAL RESOURCES. ANYTHING RELATED TO FINANCIAL LITERACY FOR THEIR PATRON. SO WHAT DO WE DO AT THE FINANCIAL LITERACY GROUP? WE HOST FREE ONLINE DISCUSSIONS AND

WEBINARS. YOU DO NOT NEED TO BE A MEMBER OF THE LIBRARY ASSOCIATION. TWO JOIN IN ON THESE GROUPS. BUT IF YOU JOIN THE MAILING LIST YOU WILL GET A NOTIFICATION WHEN THEY ARE COMING UP. AND IF YOU DO HAPPEN TO ATTEND THE ALA CONFERENCE. THERE IS LIVE AND LEARN THAT TAKES PLACE IN THE WINTER. THE ANNUAL CONFERENCE IN THE SUMMER. WE TYPICALLY WILL HAVE A DISCUSSION GROUP OR AN IN PERSON AT THOSE CONFERENCES. IT IS A GREAT TIME TO GET CONNECTED WITH OTHER LIBRARIANS FROM DIFFERENT GROUPS OR EVEN GROUPS THAT ARE SIMILAR TO THOSE THAT YOU SERVE. TO LEARN ABOUT IDEAS OR RESOURCES TO PROVIDE. RESOURCE PARTNERS TO CONTACT. AND I AM AT THE FINANCIAL LITERACY INTEREST GROUP TO SHARE DIFFERENT RESOURCES WITH OUR COMMUNITY THAT WE ARE SERVING. BUT THERE ARE OTHERS THAT ARE AT YOUR LOCAL OR STATE COMMUNITY. THAT COULD SPARK A CONNECTION TO SHARE WITH OTHER LIBRARIANS. THAT IS THE PRIMARY FUNCTION OF THE INTEREST GROUP. GET THE CONVERSATION GOING. GET THE FINANCIAL LITERACY NEEDS MET. IF YOU'RE INTERESTED IN LEARNING MORE ABOUT THE FINANCIAL LITERACY GROUP? I HAVE A QR CODE ON THE SCREEN. THAT WILL TAKE YOU TO A LINK. AND ON THE OPTIONS FOR THE LINK TREE WOULD BE TO JOIN US ON ALA CONNECT. IF YOU ARE ALREADY A MEMBER? JOIN US . IF YOU ARE NOT A MEMBER? THERE WILL BE A LINK THERE TO JOIN OUR MAILING LIST. WE ALSO HAVE A RESOURCE GUIDE KIND OF LIKE A MINI WEBSITE FOR LIBRARY PROFESSIONALS. LIBGUIDE AND DIFFERENT INFORMATION. FROM OUR SPONSORS. ABOUT RESOURCES THAT YOU MIGHT WANT TO INCLUDE IN YOUR LIBRARY. AND ON FINANCIAL LITERACY FOR VARIOUS STAGES OF THE LIFECYCLE. FOR VARIOUS PATRON GROUPS THAT YOU COULD BE WORKING WITH. OUR UPCOMING DISCUSSIONS AND WEBINARS GO TO THAT EMAIL LIST. THEY ALSO GO TO ALA CONNECT. IN THE RECORDINGS ARE ALSO POSTED. IF YOU ARE NOT A ALA MEMBER? YOU CAN STILL GET ACCESS. I HOPE THAT YOU CONSIDER JOINING US. OR GET ON OUR MAILING LIST. IF YOU HAVE ANY QUESTIONS? PLEASE FEEL FREE TO EMAIL ME. JENEFER DUANE?

THANK YOU, SO MUCH. EXCELLENT. THAT WAS SUPER INTERESTING. AND I AM GOING TO JOIN. AND NOW I'M GOING TO MOVE FORWARD TO SOME INFORMATION ON NETWORKS. BUT JUST ANOTHER CHAT PROMPT. JUST SOME THOUGHTS ABOUT NETWORK ENGAGEMENT. WHILE MANY OF YOU MAY NOT BE FORMALLY CONNECTED TO A LOCAL COALITION TASK FORCE. LOCAL PARTNERSHIPS CAN BE IMPORTANT TO PROGRAMMING. I AM INTERESTED. IF YOU ARE ALREADY CONNECTED TO A NETWORK? IF YOU ARE? JUST SAY YES. OR JUST WHAT STATE OR COUNTY OR WHAT EVER YOU ARE IN WOULD BE INTERESTED. JUST A QUICK INTRODUCTION. TO THE CFPB IF YOU DO NOT KNOW. WE WERE CREATED UNDER THE WALL STREET REFORM AND CONSUMER PROTECTION ACT IN 2010. AND WE OPEN UP IN 2011. WE WERE TO MAKE SURE THAT CONSUMERS OF ALL AGES ARE TREATED FAIRLY BY FINANCIAL INSTITUTIONS. INCLUDING BANKS, CREDIT UNIONS, ET CETERA I PICK ALSO LENDERS AND OTHER FINANCIAL INSTITUTIONS AND FINANCIAL SERVICES. WE WANT YOU TO BELIEVE WHAT WE BELIEVE. WE ARE ON YOUR SIDE DURING LIFE'S FINANCIAL MOMENTS. IN OUR CORE FUNCTIONS. IDENTIFY AND STOP PRACTICES THAT HARM CONSUMERS. ENFORCE CONSUMER FINANCIAL LAWS. WE TAKE COMPLAINTS AND SEEK RESPONSES

AND RESOLUTIONS FROM SERVICE PROVIDERS THAT MEANS FINANCIAL INSTITUTIONS AND OTHER SERVICE PROVIDERS. IT IS EASY TO MAKE A COMPLAINT. YOU CAN DO THAT ON YOUR OWN. FOR YOURSELF OR SOMEBODY ON BEHALF OF A PATRON. IF IT IS NECESSARY, IF NEEDED TO MAKE A COMPLAINT USING ONE OF THE COMPUTERS IN THE LIBRARY. WE PROVIDE RELIABLE FINANCIAL EDUCATION AND INFORMATION. AND YOU HEAR QUITE A BIT ABOUT THAT LATER IN THE PROGRAM. WE RESEARCH CONSUMER EXPERIENCE. OF USING FINANCIAL PRODUCTS AND SERVICES. AND WE DO THAT WITH A LOT OF DIFFERENT TYPES OF DATA COLLECTION. WE MONITOR THE FINANCIAL MARKETS FOR NEW RISKS TO CONSUMERS. AND WE DISTRIBUTE MATERIALS TO HELP CONSUMERS MAKE GOOD FINANCIAL DECISION. OUR BACKGROUND ON OLDER FINANCIAL EXPLOITATION. YOU PROBABLY ARE FAMILIAR WITH THIS. IT SEEMS LIKE LIBRARIANS, FOR THE MOST PART THAT I'VE DEALT WITH IN THE LAST 20 YEARS OR SO. THEY ARE REALLY UP ON THE SCORE OF WHAT IS HAPPENING IN THE COMMUNITY. CERTAINLY OLDER PATRONS ARE A LARGE NUMBER OF YOUR CUSTOMERS, PATRONS IF YOU WILL. EVERYWHERE I HAVE GONE I NOTICED THAT LIBRARIANS ARE REALLY UP ON ECONOMIC SECURITY ISSUES. AND WHAT AFFECTS OLDER PEOPLE. BUT FINANCIAL EXPLOITATION DOES A TREMENDOUS HARM AND DAMAGE TO OLDER PEOPLE'S FINANCIAL WELL-BEING EACH YEAR. AND THE RANGE OF LOSSES RUN UP TO \$36 BILLION PER YEAR. IT MAY BE MORE, IT MAY BE LESS. BECAUSE ELDER ABUSE IS VASTLY UNDERRATED. AND FINANCIAL EXPORTATION IS VASTLY ALSO UNDERRATED. BUT WE DO KNOW THAT WE HAVE STUDIES. 36 BILLION PER YEAR. THAT COULD JUST BE THE TIP OF THE ICEBERG. HUNDREDS OF COMMUNITIES ACROSS THE U.S. HAVE CREATED COLLABORATIVE NETWORKS TO PROTECT PEOPLE FROM OLDER EXPLOITATIONS. OUR PROGRAM, THE ELDER JUSTICE NETWORKS AND LIBRARIES BRINGS TOGETHER KEY STAKEHOLDERS LIKE FINANCIAL INSTITUTIONS, ADULT PROTECTIVE SERVICES, LEGAL SERVICES, LAW ENFORCEMENT AND OTHER STAKEHOLDERS INTO COLLABORATIVE PARTNERSHIPS. TO FIGHT ELDER FINANCIAL EXPORTATION. IN A NUMBER OF DIFFERENT WAYS. WHAT IS A NETWORK? IT IS WHAT WE CALL THE MANY COALITIONS, TASK FORCES, OLDER JUSTICE ALLIANCE. FINANCIAL ABUSE SPECIALIST TEAMS, MULTI-DISCIPLINARY TEAMS. THEY ARE CONSIDERED, IN OUR VIEW, THE SUSTAINED AND LARGELY VOLUNTARY, COLLABORATIVE PARTNERSHIP. OR SUSTAINED EFFORTS THAT WORK TO PREVENT, DETECT AND RESPONSE TO ELDER FINANCIAL EXPLOITATION. THERE ARE QUITE A FEW ACROSS THE COUNTRY. MOVING ON, BECAUSE THEY ARE RATHER DIFFICULT TO BRING TOGETHER TO FORM THESE TYPES OF NETWORKS. ALTHOUGH IT IS HAPPENING AND IT IS GOING WELL. BUT IT IS COMPLICATED TO BRING TOGETHER DIVERSE STAKEHOLDERS. WHAT WE DID WAS DEVELOP AN ONLINE DEVELOPMENT GUIDE. IT IS FREE. CONSUMER FINANCE.GOV YOU CAN SEE IT DOWN BELOW. THIS HELPS TO ESTABLISH THE NETWORK. OR BUILDING IT FROM SCRATCH. OR HELPING AN EXISTING NETWORK TO FIND WHERE IT IS AT. DECIDE WHAT IT NEEDS TO DO FOR THE FUTURE. IF HE WANTS TO BUILD ITS CAPACITY, MEMBERSHIP OR EXPAND ITS PROGRAMMING OR PROVIDE FUNDING. WORK OUT LEGISLATION. WHATEVER THE CASE MAY BE. THIS DEVELOPMENT GUIDE WILL HELP TO COME TOGETHER. PLAN AND EXECUTE A PLAN. AND THE GUIDE CONTAINS A LOT

OF RESOURCES. INCLUDING TEMPLATES, BILLABLE WORKSHEETS, CHECKLISTS, DISCUSSION GUIDES. AND IN ADDITION TO THE DISCUSSION GUIDES. THERE ARE DIFFERENT TYPES OF DIFFERENT STAKEHOLDERS. A SAMPLED CHECKLIST. NETWORKS. THERE ARE 10 DOWNLOADABLE FORMS. WE ALSO HAVE A COMPANY RESOURCE SECTION. AND A LINK TO A LOT OF VIDEOS THAT WE HAVE DONE. WEBINAR VIDEOS. IT LOOKS LIKE FROM THE CHAT THAT MY AUDIO IS CHOPPY.

A LITTLE BIT.

I WILL KEEP GOING. THERE ARE A LOT OF GREAT RESOURCES. IT IS FREE. IT IS NOT CUMBERSOME. YOU CAN START WHEREVER YOU ARE. YOU HAVE NOTHING IN YOUR COMMUNITY. OR IF YOU HAVE A LOT? IT CAN GET YOU TO WHERE YOU NEED TO BE. HERE IS A LIST WHAT WE HAVE DONE OUR PILOT CONVENIENCE THAT WE USED TO GATHER INFORMATION FOR THE FIELD. AND TO BUILD THE DEVELOPMENT GUIDE. I STARTED IN CALIFORNIA. THAT IS NOT AN AREA WHERE WE HAVE FOCUSED ON. BECAUSE THERE WAS ALREADY A LOT OF WORK DONE WHEN I WAS IN CALIFORNIA. BUT TO THE LIST YOU SEE ON THE MAP IS WHERE WE HAVE STARTED AND HOSTED OR FACILITATED CONVENIENCE WITH THE STAKEHOLDERS. AND MORE RECENTLY, LAST YEAR. WE DID A NATIONWIDE LB GT Q PLUS NETWORK CONVENING THAT WAS VIRTUAL. AND WE TWO IN THE STATE OF HAWAII. BECAUSE OF THE NATURE OF THE ISLANDS. WE NEEDED SOME EXTRA HELP TO GET EVERYBODY COORDINATED. WE WERE IN THE MIDDLE OF COVID. THE ENTIRE IDEA OF GOING FROM FACE TO FACE TO VIRTUAL WAS A BIT CHALLENGING. BUT WE FOUND OUT THAT IT IS EXTREMELY EFFECTIVE. NOW, WE ARE MOVING ON TO CONVENING. AND WE PROBABLY WILL NOT TALK ABOUT THAT TODAY. IT IS A TRAINING OPPORTUNITY IN THE FUTURE. IF YOU'RE INTERESTED IN TRAINING? MAKE NOTE IN THE CHAT. GO TO THE WEBSITE. SO THE COMMON THINGS THAT NETWORKS DO OUR COMMUNITY EDUCATION. FOCUSED ON ELDER ABUSE. BUT IT IS ALWAYS THE RIGHT TIME FOR COMMUNITY EDUCATION AND OUTREACH. PROFESSIONAL TRAINING. ADULT PROTECTIVE SERVICES MIGHT TO TRAIN A MULTIDISCIPLINARY GROUP. THE NETWORK ON HOW THEY WORK. WHAT THEY ARE ABLE TO DO OR NOT DO. THE LAWS CAN VARY FROM STATE TO STATE. THERE IS A LOT TO LEARN. JUST ON LAWS ON THESE ISSUES. SOMETIMES FINANCIAL INSTITUTIONS WILL TRAIN LAW ENFORCEMENT ON THEIR POLICIES AND PROCEDURES ABOUT SHARING RECORDS. OR COLLABORATING ON INVESTIGATIONS. CASE REVIEW IS ANOTHER FAIRLY COMMON ACTIVITY. INVOLVED WITH NETWORKS. WHERE THEY COULD REVIEW CASES CONFIDENTIALLY. CAN COME UP WITH RESOURCES AND APPROACHES. THEY FIND THE OFFENDER GUILTY. THEY ALMOST ALWAYS REQUIRE A VERY RESOURCEFUL AND DYNAMIC COORDINATOR. SOMEBODY TO HERD CATS AND KEEP TRACK OF EVERYTHING. MAKING SURE THOSE MEETINGS ARE DYNAMIC AND HAVE TRAINING COMPONENTS. ARE NOT STAGNANT. OR THEY LOSE STEAM. STARTUP FUNDING CAN BE HELPFUL. BUT MANY GET GOING WITHOUT ANY FUNDING AT ALL. AND THEY DO GREAT WORK WITH ZERO FUNDING. BUT THE MORE FUNDING, ALWAYS THE BETTER. WHEN WE ARE TRYING TO SCALE AND DOING OUTREACH. A LOT OF TECHNICAL ASSISTANCE TO SUPPORT HAPPENS BETWEEN DIFFERENT NETWORKS IN DIFFERENT AREAS. AND ALSO TECHNICAL ASSISTANCE IS ALSO FINANCIAL INSTITUTIONS AND PARTNERS WHO HAVE MORE RESOURCES. AND I KNOW

THAT LIBRARIES ARE VERY, COMMONLY PARTNERING WITH NETWORKS. IF YOU KNOW IT, OR NOT. TO PROVIDE YOUR LOCATION TO LOCAL STAKEHOLDERS THAT MIGHT WANT TO PROVIDE A PRESENTATION. FOR COME IN AND TALK TO A GROUP. OR INTERVENE IN AN SITUATION, ET CETERA. AND EXISTING NETWORKS OFTEN CAUSE REPLICATION OF OTHER DIFFERENT GROUPS ACROSS THE NETWORK. THE MORE COVERAGE, THE BETTER RESPONSE TO THE COORDINATION, COLLABORATION AND REGIONAL OPPORTUNITIES FOR EDUCATION, AND TRAINING, ET CETERA. AND HERE ARE SOME THINGS LIBRARIES CAN DO. YOU CAN ORGANIZE CONSUMER PROTECTION AND ELDER FRAUD PREVENTION SEMINARS. YOU CAN USE MONEY SMART FOR OLDER ADULTS TO LEAD SEMINARS. OR JUST TO SHARE THEIR RESOURCES. SUCH AS THE RESOURCE GUIDE WITH YOUR PATRONS. THEY ARE AVAILABLE FREE OF CHARGE. I KNOW LIBRARIES OFTEN WILL HOST FINANCIAL PLANNING WORKSHOPS FROM NONCOMMERCIAL ENTITIES WERE NOT SELLING PRODUCT. THEY'RE JUST PROVIDING INFORMATION. AND A GOOD SOURCE IS THE LEGAL ASSISTANCE AGENCIES. THEY WILL COME IN AND TALK ABOUT TRUSTS, WILLS AND PLANNING FOR DIMINISHED CAPACITY. AND UNEXPECTED LIFE EVENTS. SO, THERE IS QUITE A LOT. THE ATTORNEY GENERAL'S OFFICE CAN BE VERY HELPFUL, AS WELL. AND I JUST MENTIONED THE DISTRIBUTING OF FREE HARD COPIES. THERE IS A LINK FOR YOU TO OBTAIN THEM. AND COLLECTING. YOU CAN CONNECT THE DOTS ON A LOT OF TOPICS OUT THERE. IN ADDITION, FAMILY CAREGIVERS AND FINANCIAL CAREGIVERS. WE ARE ALSO AWARE AND EXCITED ABOUT THE CONCEPT. AND A PRACTICE OF MEMORY CAFES. THEY PROVIDE GREAT SERVICES TO CAREGIVERS AND OLDER PEOPLE, AS WELL. AND OF COURSE CONNECTING ANYBODY THAT NEEDS ADULT PROTECTIVE SERVICES, LAW ENFORCEMENT. ONE OF THE THINGS THAT LIBRARIES COULD BE REALLY HELPFUL WITH IS ORGANIZING A SPEAKERS BUREAU OF PATRONS THAT CAN TALK ABOUT OLDER FINANCIAL EXPLOITATION. WITH PROFESSIONALS AND PEERS. EVEN POSSIBLY USING MONEY SMART WHICH IS A TURNKEY PROGRAM THAT YOU WILL HEAR MORE, LATER. AND ALWAYS THE ORGANIZATION OF INTERGENERATIONAL PROGRAMMING. ESPECIALLY ON DIGITAL LITERACY. SOME ARE ALREADY DOING THAT. AND FROM THIS DAY FORWARD I WILL INTRODUCE MYSELF AS A CAT HERDER. EXCELLENT! AND WITH NETWORKS. YOU CAN EXCHANGE UPDATES WITH DIFFERENT MEMBERS WHO ARE ADULT PROTECTIVE SERVICES, LAW ENFORCEMENT AND OTHER SOCIAL SERVICES. SR. SERVICES. SOMETIMES FINANCIAL INSTITUTIONS. ATTORNEY GENERAL, SOCIAL SECURITY. THERE IS A NETWORK AND IS HOPEFULLY A VERY BROAD BASED COLLABORATION. OF MULTIDISCIPLINARY STAKEHOLDERS. AND YOU ARE JUST AS IMPORTANT, IF NOT MORE IMPORTANT THAN ANY OF THE OTHERS ON THAT TEAM. YOU ARE FACE-TO-FACE WITH PEOPLE. YOU HAVE THIS HUGE OLDER PATRON CONSTITUENCY. YOU HAVE A LOT OF RESOURCES. YOU HAVE ROOMS. AND YOU ARE THE GO TO. YOU ARE A TRUSTED SOURCE. WHERE IS ADULT PROTECTIVE SERVICES. MOST OLDER PEOPLE TRY TO AVOID THEM IN LAW ENFORCEMENT FOR OBVIOUS REASONS. AND OBVIOUS STASH REASONS THAT YOU CAN COLLABORATE ON JOINT EVENTS AND PROGRAMS. WITH NETWORKS ON PROTECTING OLDER CONSUMERS. AND EVEN COLLABORATE WITH OTHER ADULT COMMUNITIES AND MOVE RIGHT INTO JUNE 15th WHICH IS WORLD ELDER ABUSE AWARENESS DAY. IT IS AN OPPORTUNITY TO THINK

ABOUT IT THE ENTIRE MONTH. THINK ABOUT YOUR PARTNERS IN THE IMMUNITY. YOU WILL DO GREAT WORK. A LITTLE BIT GOES A LONG WAY. IT IS TREMENDOUS. SOME OF THE POSSIBLE PARTNERS OF COURSE WE MENTION THE ATTORNEY GENERAL'S OFFICE. FINANCIAL INSTITUTIONS ARE GREAT PARTNERS. THANK YOU TO ALL OF THE FINANCIAL INSTITUTIONS THAT ARE ON THE CALL TODAY. ARE TUNING IN TO THE RECORDING. ADULT PROTECTIVE SERVICES. IT IS ALSO KNOWN AS OTHERS ADULT SOCIAL SERVICES. OR EVEN UNDER THE DEPARTMENT OF HEALTH AND HUMAN SERVICES IN YOUR COUNTY. LAW ENFORCEMENT COULD BE FROM YOUR LOCAL LAW ENFORCEMENT POLICE AGENCY TO YOUR SHERIFF. TO REACH A LAW ENFORCEMENT. THAT COULD INCLUDE DISTRICT ATTORNEY'S OFFICES. AND ALSO, DEPENDING ON THE AIR YOU'RE IN. YOU COULD HAVE THE FBI OR THE UNITED STATES POSTAL INSPECTORS WHICH ARE GREAT SERVICES. THE TYPE OF FRAUD THAT HITS THE U.S. MALE. AND THE OLDER PEOPLE USE THE U.S. MALE MORE THAN YOUNGER PEOPLE. LAW ENFORCEMENT AND OF COURSE LEGAL AID. AND LEGAL REFERRAL SERVICES ARE TREMENDOUSLY HELPFUL. THEY DO FAR MORE THAN JUST TALK ABOUT WILLS, AND TRUSTS. THEY CAN ALSO HELP OLDER PEOPLE TO GET A PROTECTIVE ORDER. TO EVICT A PERSON IS MOVED IN ON THEM. TO ACTUALLY DO LEGAL WORK FOR THEM. ESPECIALLY IF THEY ARE ALONE. OR IF THEY CANNOT AFFORD A REGULAR LAWYER. FINDING A NETWORK OR STARTING YOUR OWN. YOU CAN GO TO THE DOJ ELDER JUSTICE LOCATOR. THESE ARE ALL GOVERNMENT RUN. AND FOR OTHER LOCAL NETWORKS CONTACT YOUR LOCAL AGENCY ON AGING. YOU CAN FIND AT ELDER CARE .ACL.GOV OR EVEN IF YOU WANT TO START A NETWORK. I WOULD SUGGEST THAT IF YOU ARE THINKING ABOUT DOING THAT. THERE IS NOT ONE IN YOUR AREA, ROUND UP THE FORM AND A GROUP TO HELP YOU GET IT GOING. ANY OF THOSE KEY STAKEHOLDERS. LAW ENFORCEMENT, FINANCIAL INSTITUTIONS. YOU GET A SMALL GROUP TOGETHER AND START PLANNING A USER DEVELOPMENT GUIDE. MANY HANDS MAKE LIGHT WORK. AS MY MOTHER USED TWO REMIND ME EVERY EVENING. AND THAT IS OFTEN A GREAT ANALOGY. SETTING THE TABLE. BENEFITS. INCREASED REPORTING, IMPROVED RESPONSE TO CASES. ENHANCED MEMBER SKILLS AND ABILITY TO ADDRESS THE ISSUE. IMPROVE COORDINATION. AND THAT INCLUDES KNOWING WHAT OTHER AGENCIES HAVE FOR RESOURCES. AND FINDING OUT WHO DOES WHAT AND WHO DOES NOT DO WHAT. AND DISPELLING AMONG AGENCIES. WHICH IS A BARRIER TO COLLABORATION. AND INCREASING COLLABORATION ON INVESTIGATIONS. IT MIGHT NECESSARILY BE YOUR ROLE. IF YOU ARE DELIVERING INFORMATION, COLLABORATING? OR SUPPORTING OLDER PEOPLE AND FINDING THEIR WAY TO RESOURCES FOR REPORTING. THEN YOU ARE INCREASING COLLABORATION ON INVESTIGATIONS. WE ENCOURAGE YOU TO DO SO. NOW TO ANOTHER POLL QUESTION. I TAKE IT EVERYBODY CAN SEE THIS POLL QUESTION. WHO HAVE YOU OR YOUR COLLEAGUES COLLABORATED WITH ON PREVENTING AND RESPONDING TO ELDER FINANCIAL EXPLOITATION? ANSWER. THIS CAN BE ALL OF YOU TO PARTICIPATE. NOT JUST LIBRARIANS. GO RIGHT AHEAD AND ANSWER. THANK YOU. A GOOD NUMBER HAVE REPORTED TO LAW ENFORCEMENT. ONE TO A PROSECUTOR. FINANCIAL INSTITUTIONS. ALL RIGHT. NOW WE MOVE ON TO BEN. RESOURCES FOR LIBRARIES AND PATRONS FROM THE CFPB. THANK YOU.

THANK YOU, JENNIFER. WE ARE REALLY EXCITED TO SHARE THIS RESOURCE WITH YOU. ESPECIALLY KNOWING FROM OUR BOARD HOW MANY ARE ON THE FRONT LINES. HELPING TO PREVENT IDENTITY THEFT. AND THREATS TO FINANCIAL WELL-BEING. A QUICK REQUEST. COULD I JUST GET THAT TO ADVANCE MY SLIDES?

YES.

WE ARE GOING TO DO OUR RESOURCES IN A FAST PACE. DO NOT WORRY. YOU WILL GET A CHANCE TO REVIEW. WITHIN 48 HOURS YOU WILL GET AN EMAIL. IT HAS A LINK TO THE SLIDESHOW. ALSO HELPFUL RESOURCES. YOU WILL BE ABLE TO FIND EVERYTHING THAT WE HAVE TALKED ABOUT TODAY. SPEAKING OF FINDING THING. THIS IS A NAME RESOURCE PAGE OF CONSUMER FINANCE. AND IT IS PACKED WITH RESOURCES ON PROTECTING OLDER ADULTS FROM FRAUD AND FINANCIAL EXPLOITATION. AGAIN YOU'RE GOING TO FIND THIS LINK IN THE SLIDESHOW. OR GO TO THE LINK THAT JENEFER DUANE SHARED EARLIER. WITHIN ONE CLICK, YOU CAN BROWSE IN THIS SECTION. SO WE ARE STARTING TODAY WITH A SET OF GUIDES THAT ARE REALLY IMPORTANT. MANAGING SOMEBODY ELSE'S MONEY. THERE ARE FOUR OF THESE GUIDES. ALL OF THESE HAVE TO DO WITH SERVING AS A FORMAL FINANCIAL CAREGIVER. FOR A PERSON THAT NEEDS HELP MANAGING MONEY. AND EACH OF THESE DOES A FEW THINGS TO REALLY HELP THE PERSON. ONE IS TO PROVIDE TIPS AND RESOURCES RELATED TO PROTECTING OR INVESTING OR MANAGING. THESE GUIDES ALSO IDENTIFY BENEFITS THAT PEOPLE THAT ARE RECEIVING CARE COULD BE ELIGIBLE FOR. SUCH AS SOCIAL SECURITY BENEFITS, DISABILITY BENEFITS. VETERANS BENEFITS. THE FULL RANGE. EACH OF THESE GUIDES TALKS ABOUT WARNING SIGNS OF FINANCIAL EXPLOITATION AND HOW TO WATCH OUT FOR IT. IN PARTICULAR, LOOKING FOR PREVALENT SCAMS. AND ALSO WHERE TO GO FOR HELP, IF NEEDED. WE ARE GOING TO GO THROUGH THESE GUIDES. AND BRIEFLY. THESE ARE ABOUT 25 PAGES EACH. AND IF YOU'RE IN CONVERSATION WITH THIS TOPIC? OR IF YOU THINK A PERSON COULD BE INTERESTED IN TAKING ON THIS ROLE. THESE ARE GREAT RESOURCES TO PRINT OUT. OR EVEN GET A HARD COPY. TO HELP A PATRON WITH THAT ISSUE. THE FIRST GUY THAT WE WANTED TO SHARE IS POWER OF ATTORNEY. AND POWER OF ATTORNEY IS A LEGAL DOCUMENT. AND A POWER OF ATTORNEY GIVING SOMEBODY ELSE KNOWN AS THE AGENT LEGAL AUTHORITY TO MAKE A DECISION ABOUT HIS OR HER MONEY. SO, IF YOU HAVE A PATRON? THIS WOULD BE USEFUL. A LEGAL DOCUMENT TO HAVE IN PLACE. THIS IS A TERRIFIC RESOURCE TO CONNECT THEM TO. OR IF YOU HAVE A PATRON THAT IS ACTING AS POWER OF ATTORNEY. WANTS MORE INFORMATION INTO TERMS OF RESPONSIBILITY OF FULFILLING THAT ROLE. THIS IS AN IDEAL PIECE TO CONNECT WITH PATRONS. THERE IS ALSO A GUIDE FOR A MORE LIMITED ROLE. THAT IS A REPRESENTATIVE PAYEE OR A VA FIDUCIARY. THIS IS MORE LIMITED. BECAUSE A PERSON FULFILLING THIS ROLE IS JUST HELPING THE PERSON THEY ARE CARING FOR MANAGE THEIR STREAM OF BENEFITS. SUCH AS FROM THE DEPARTMENT OF VETERAN AFFAIRS OR THE SOCIAL SECURITY ADMINISTRATION. THERE IS A GUIDE FOR PEOPLE THAT ARE GUARDIANS OF PROPERTIES. THIS IS A COURT APPOINTED ROLE. WHERE THEY HAVE DETERMINED THAT A PERSON CAN MANAGE THEIR OWN MONEY. THEY HAVE APPOINTED ANOTHER PERSON AS A SOURCE OF HELP TO MANAGE. THE MONEY AND PROPERTY. THERE IS A GUIDE FOR THAT

CIRCUMSTANCE. AND IN ADDITION. IF A PERSON HAS A LIVING IN A REVOCABLE LIVING TRUST. THERE IS A GUIDE FOR THE TRUSTEE. A PERSON THAT MANAGES THE TRUSTEE OR THE PROPERTY WITHIN THE TRUST TO FULFILL THAT RESPONSIBILITY. FOUR DIFFERENT TYPES OF GUIDES TO CALL ON MANAGING SOMEBODY ELSE'S MONEY. AND AGAIN WORKING WITH THESE ON HARDCOPIES OR DOWNLOADING. WORKING WITH PATRONS THESE CAN BE HELPFUL. WE WILL MOVE ON AND TALK ABOUT SOME SHORTER RESOURCES THAT COULD BE GREAT FOR AN ENTRY TO THE LIBRARY. OR OTHER OPPORTUNITIES TO DISTRIBUTE RESOURCES IN LARGER QUANTITIES. ONE IS A RESOURCE THAT WAS DEVELOPED WITH THE SEC ABOUT THE CFPB IS A JOINT PROJECT. IT IS FOR PLANNING FOR DIMINISHED CAPACITY AND ILLNESS. INCLUDES A VARIETY OF TIPS TO PLAN AHEAD. IN THE EVENT OF DIMINISHED CAPACITY AND ILLNESS TO THE PERSON CAN STAY IN CONTROL OF THEIR PREFERENCES AND FINANCES. IT REPRESENTS POWERS OF ATTORNEY AND TRUST. FOR OPTIONS FOR PEOPLE. THERE IS ALSO A SHORT HANDOUT ON CHOOSING A TRUSTED CONTACT PERSON THAT CAN HELP PROTECT YOUR MONEY. THIS IS ALL ABOUT APPOINTING SOMEBODY AND IDENTIFYING SOMEBODY FOR YOUR BANK ACCOUNT OR CREDIT UNION ACCOUNT. YOUR BROKERAGE ACCOUNT. THAT CAN GET THE PHONE CALL. EVEN IF A BANK OR CREDIT CARD COMPANY CANNOT REACH YOU? THIS IS AN ALTERNATIVE PERSON THEY CAN GET IN TOUCH WITH. TO TAKE THE NECESSARY STEPS. THERE IS ALSO AN IN-DEPTH GUIDE ON PREVENTING ELDER ABUSE. THIS IS A 25 PAGE GUIDE - GUIDE. THIS IS A INTRODUCTION OF GOOD PRACTICES, AND A WARNING SIGN. KEEPING GOOD RECORDS AND STEPS TO REPORTING THE ABUSE. MAKING SURE THAT THERE IS A PROMPT AND ENERGETIC RESPONSE TO POTENTIAL ABUSE. AND ON A SIMILAR SUBJECT THERE IS A SHORTER HANDOUT. IT IS FOUR PAGES IN LENGTH. JUST ON THE SUBJECT OF REPORTING ELDER FINANCIAL ABUSE. WHAT TO REPORT AND TO TO REPORT IT TO. JENEFER DUANE REFERENCED MONEY SMART. AND PERHAPS IF YOU ARE FAMILIAR WITH MONEY SMART? LET US KNOW IN THE CHAT IF YOU ALREADY OFFER THIS FOR OLDER ADULTS. SUCH AS CLASSES. AND IF YOU ARE NOT? WE ARE EXCITED TO PRESENT THIS TO YOU. AS JENEFER DUANE, THIS IS A TURNKEY REFERENCE. IT IS VERY EASY TO PUT ON A CLASS, SEMINAR OR WORKSHOP FOR OLDER PATRON. MONEY SMART FOR OLDER ADULTS IS A JOINT PROJECT WITH THE FDIC. AND IT IS AN INSTRUCTIONAL IN TRAINING. FOR LIBRARIES OR OTHER CONTACT PUT IT ON. FOR A TWO HOUR WORKSHOP ON THE SUBJECT OF RAISING AWARENESS AND PREVENTING ELDER FINANCIAL EXPLOITATION. HELPING PEOPLE PLAN FOR AN INFORMED FINANCIAL DECISION-MAKING FUTURE. THE OBJECTIVES OF THE PROGRAM IS TO RECOGNIZE AND REDUCE THE RISK OF ELDER FINANCIAL EXPLOITATION. AND GUARD AGAINST IDENTITY THEFT. PLAN FOR THE UNEXPECTED LOSS OF THE ABILITY TO MANAGE YOUR FINANCES. PREPARE FINANCIALLY FOR DISASTERS. FIND OTHER HELPFUL RESOURCES ON MANAGING MONEY AND REPORTING FINANCIAL EXPLOITATION. IF YOU ARE NOT FAMILIAR WITH THESE RESOURCES? IT MAKES IT A VERY TURNKEY AND VERY EASY TO PUT ON A WORKSHOP. THE INSTRUCTION GUIDE. IT IS HIGHLY SCRIPTED. YOU CAN PUT THINGS INTO YOUR OWN WORDS. OR RELY ON THE TALKING POINTS THAT ARE VERY ROBUST. FOR WATCH TO SAY AROUND THESE TOPICS. YOU CAN SEE THE TOPICS. MONEY SMART FOR OLDER ADULTS. THE TOPICS YOU ARE

LISTED ON THIS SLIDE. THIS SHORTCUT IS ALSO VERY HANDY. THIS WILL TAKE YOU TO THE PLACE WHERE YOU CAN DOWNLOAD THE RESOURCE GUIDE AND THE INSTRUCTOR GUIDE. CONSUMER.FINANCE.GOV AND ALSO ORDER THESE MATERIALS AND FREE SHIPPING. WITHOUT FURTHER ADO LET ME INVITE OUR GUEST SPEAKER. RACHEL STEVENSON IS A PROGRAMMING LIBRARIAN AT ERIE COUNTY PUBLIC LIBRARY. STEVE IS IN THE DALLAS AREA WORKING WITH THE SENIOR SOURCE. AND THAT ORGANIZATION PARTICIPATES IN THE NETWORK. OF THE ELDER JUSTICE WORK IN THE DALLAS AREA. KNOWN AS THE ELDER FINANCIAL SAFETY CENTER. RACHEL, LET ME ASK YOU TO SHARE SOME OF YOUR EXPERIENCES.

THANK YOU SO MUCH. WE HAVE BEEN PARTNERING WITH A LOCAL NONPROFIT. IN THE PENNSYLVANIA ATTORNEY GENERAL'S OFFICE. THE PRE-PANDEMIC TO PUT ON SEVERAL SEMINARS ABOUT SENIOR SCAM PREVENTION. AS WELL AS ADVANCED SCAMS. I KNOW THAT IT IS SOUNDING SILLY. THEY ARE VERY POPULAR. AND A LOT OF TIME THEY ASKED FOR MONEY. SO WHAT IS SOMETHING THAT WE FIND OUR SENIORS NEED IN OUR SENIORS SHOW UP FOR. WE HAVE BEEN WORKING WITH THE ATTORNEY GENERAL'S OFFICE. PROVIDING PATHWAYS SINCE 2019. AND DURING THE PANDEMIC WE DID OUR PROGRAMS VIRTUAL. WE DID SEE A LOSS OF ATTENDANCE DURING THAT TIME. BUT NOW, THINGS ARE SLOWING DOWN. WE ARE GOING BACK PROGRAMS IN PERSON. RATHER THAN VIRTUAL. WE HAVE SOMEBODY THAT COMES IN AND AN AGENT FROM THE P.A. ATTORNEYS OFFICE THAT DOES DIFFERENT PRESENTATIONS. AND EACH YEAR, THE PRESENTATIONS CHANGE A LITTLE BIT. ONE OF THE NEW ONES THAT WE ARE GOING TO TRY THIS YEAR IS PROTECT YOURSELF FROM A FUNERAL FRAUD. AS WELL AS ONLINE PHARMACY SCAMS. BECAUSE WE KNOW THOSE ARE THINGS THAT OUR PATRONS ARE INTERESTED IN. AND THEY DEFINITELY CONSIDER BIG THANKS FOR SENIORS TO GET DEFRAUDED FROM. SO THOSE ARE THE PROGRAMS THAT WE DO. I KNOW THAT WE ARE RUNNING BEHIND ON TIME. LET ME TURN IT OVER TO STEVE. IF ANYBODY HAS QUESTIONS ABOUT THAT WE WAY WE WORK THROUGH THE CORRELATION PATHWAYS? I KNOW THAT YOU CAN ASK IF THERE IS TIME. SURE MY EMAIL AND I WOULD BE HAPPY TO TALK TO YOU. WITHOUT FURTHER ADO LET ME TURN IT OVER TO STEVE.

THANK YOU, VERY MUCH. GOOD AFTERNOON, ALL THE SENIOR SOURCE HAS BEEN SERVING THE DALLAS-FORT WORTH AREA FOR 62 YEARS. WE WERE FOUNDED THE SAME YEAR AS THE DALLAS COWBOYS. BUT WE ARE NONPROFIT. THE SOCIAL SERVICE AGENCY WITH 55 EMPLOYEES. SUPPORTED BY MANY PRIVATE FOUNDATIONS AND INDIVIDUAL DONATIONS. AND I THINK BEN PUT UP THE ELEVATOR STATEMENT FOR THE SENIOR SOURCE THE ONE-STOP SHOP IN THE DALLAS AREA FOR OLDER ADULTS AND THEIR LOVED ONES TO NAVIGATE AGING. WE DO MANY, MANY THINGS FOR SENIORS. PROVIDING ADVOCACY FOR RESIDENTS FOR ALL OF THE ASSISTED LIVING AND NURSING HOMES IN THE AREA. WHERE A COURT APPOINTED GUARDIANS FOR 195 SENIORS. VERY ROBUST SENIOR PROGRAM. SERVING THE COMMUNITY IN VERY DIFFERENT WAYS. THE WELL-DEVELOPED CARE PROGRAM. SO MANY OTHER WAYS. AND IN 2014 WITH A \$5 MILLION GRANT. WE FORMED THE ELDER FINANCIAL SAFETY CENTER. IT IS THE DALLAS COUNTY PROBATE COURT AND THE DISTRICT ATTORNEY'S OFFICE TO ADDRESS THIS FINANCIAL EXPORTATION OF SENIORS. YOU WILL SEE THAT

WE HAVE DIFFERENT ROLES. THE PROSECUTION ROLE OF THE DA. WITH THIS GRANT WE WERE ABLE TO HIRE TWO FULL-TIME PROSECUTORS. ONE FULL-TIME INVESTIGATOR. THEY DO NOTHING FINANCIAL EXPORTATION ON SENIOR CASES. BETTER GETTING SHUFFLED TO THE CONSTANT BOTTOM OF THE DECK. BUT WE ARE VERY IMPRESSED. PROTECTION IS PROVIDED BY THE PROBATE COURTS. WE ARE NOW ABLE TO REMOVE UNFIT GUARDIANS. AND ALSO THE LARGER PART OF THE PROGRAM IS ON THE SENIOR OF PREVENTION. SILOS PREVIOUSLY THAT WE WERE ALL WORKING TOGETHER. NOW THE FINANCIAL SAFETY CENTER. HAVING 50,000 OF HOUR NINE YEARS OF EXISTENCE. WE HAVE \$180 MILLION IN COVERAGE . INCLUDING OUR OWN LOCAL BERNIE MADE OFF. DR. GALLAGHER FROM SATURDAY MORNING HAD STOLEN \$30 MILLION FROM SENIOR INVESTORS HERE. AND THAT WAS ONE OF OUR FIRST ELDER FINANCIAL REFERRALS TO THE DA. HE IS NOW SERVING 25 YEARS IN PRISON. AND THEY EVEN ADDED A LIFE SENTENCE TO THAT. BUT WE DO A LOT OF FINANCIAL COACHING AND COUNSELING. THE EDUCATION IS A CRITICAL STRATEGY. IN THE SENIOR SOURCE IN THIS COLLABORATION. WE WERE EARLY ADOPTERS. AS A MONEY SMART FOR OLDER ADULTS. AVERAGING 30 INDIVIDUALS. NEARLY ALL OF OUR FOUR WEEK COURSE. THAT IS HOW WE RAN CLASSES. WE DID A LOT OF OTHER THINGS ALONG WITH MONEY SMART BUT A LOT OF THE MOST INDIVIDUAL TALKS REQUIRED AND REQUESTED HIS ELDER SCAMS, FRAUD AND FINANCIAL EXPLOITATION. WE HAVE EDUCATED IN OUR NINE YEARS OVER 80,000 PEOPLE. IN VARIOUS FUNCTIONS OF THE SENIOR SOURCES. SO WHAT IS OUR TARGET MARKET? IT IS BASICALLY CHURCHES, LIBRARIES, SENIOR CENTERS, SENIOR LIVING FACILITIES. WE ARE VERY INVOLVED WITH LAW ENFORCEMENT INCLUDING A LOCAL LAW ENFORCEMENT AND DETECTIVES. WE WORK CLOSELY WITH THE FBI AND THE SECRET SERVICE. IN A LARGE CONTINGENT IN NORTH TEXAS. WE ARE THE FASTEST GROWING AREAS OF THE COUNTRY. WE HAVE MEMBERSHIP ON THE INTERNATIONAL INVESTIGATORS. IT PROVIDES A LOT OF GOOD INPUT. ONE OF OUR MARKET IS RETIRED ALUMNI. THE CORPORATION THAT STICK TOGETHER. WE WOULD LOVE TO HEAR GOOD PRESENTATIONS. IN DURING THE REQUIREMENT YEARS. WE JUST REQUIRE 15 OR MORE PEOPLE TO ATTEND. WE WILL DO A PRESENTATION. AND EVEN CONFERENCES WITH OVER 300 ATTENDEES. SPECIFIC TO LIBRARIES WE'VE HAD SOME SOME SUCCESS IN DECEIVING SOME DISAPPOINTMENTS WITH MSO A AND THE INDIVIDUAL TOPIC PRESENTATIONS. WHAT WE HAVE DETERMINED THAT WORK WITH LIBRARIES IT REALLY COMES DOWN TO HOW WELL BEINGS ARE MARKETED. TO THAT PARTICULAR LIBRARY COMMUNITY. WHAT WORKS IS REALLY A TOP-DOWN MANAGEMENT FOCUS. ON THE SEMINARS AND PRESENTATIONS. PROVIDING GUIDANCE AND SUPPORT ON HOW AN INDIVIDUAL BRANCH CAN ATTRACT AN INTERESTED AUDIENCE. RATHER THAN JUST AN INDIVIDUAL LIBRARY. WHILE DOING HAD OTHER JOBS. SO THEY CAN LEARN FROM ONE ANOTHER AND WITH GOOD SUPPORT. TO GET A GOOD AUDIENCE. WE HAVE SEEN SOME SEXUAL EVENTS. WITH POSTAL MAILINGS TO THE SURROUNDING COMMUNITY ZIP CODES. FLYERS HEADED OUT TO LIBRARY PATRONS. BUT ALSO EVEN NEARBY STORES. SEEKING SENIORS THAT COULD BE ATTRACTING PEOPLE TO THE LIBRARY. SO COLE PARTNERING WITH OTHER NONPROFIT ORGANIZATIONS TO HELP PROMOTE. BUT NOT JUST SENIORS. BUT WE ALSO TARGET ADULT CHILDREN. IN THEIR 50s THAT DID NOT REALIZE HOW VULNERABLE THEIR

EXPORTATION IS. THAT HAS BEEN VERY REWARDING. AS A TARGET MARKET. WITH THAT, WE HAVE TIME FOR QUESTIONS.

THANK YOU. HOPEFULLY, PEOPLE WILL THINK ABOUT ORGANIZATIONS IN THEIR AREAS. DO WE HAVE A QUESTION?

YES. IF ANYBODY HAS AN OPPORTUNITY TO ASK A QUESTION? THIS WAS SUBMITTED FOR JENEFER DUANE. HOW CAN PEOPLE FIND OUT IF THERE IS AN ELDER JUSTICE NETWORK IN THEIR AREA?

THANK YOU FOR YOUR QUESTION. THE EASIEST WAY IS TO CONTACT YOUR LOCAL AREA AGENCY ON AGING. ALSO KNOWN AS AAA. THANK YOU FOR FLIPPING BACK TO THAT SLIDE. YOU CAN GO TO ELDER CARE.GOV AND ENTER YOUR ZIP CODE. IT WILL DIRECT YOU TO THE NEAREST AGENCY ON AGING. AND YOU CAN SCROLL THROUGH THE TOPICS UNTIL YOU FIND ELDER ABUSE. OR JUST CALL THEM DIRECTLY. LET ME POINT OUT. THAT IS A GREAT RESOURCE. FOR OTHER PATRONS OR FOR FAMILY CAREGIVERS. ESPECIALLY IF THEY'RE LOOKING FOR RESOURCES OR ARE CONCERNED ABOUT AN ELDER THAT IS OUT OF THE AREA OR OUT OF STATE. BECAUSE THIS IS A NATIONAL DATABASE. OF AREA AGENCIES ON AGING. THAT CAN GET YOU RIGHT TO THE INFORMATION. I SUGGEST USING THAT AS AN WAY TO FIND OUT.

A FOLLOW-UP QUESTION FOR YOU JENEFER DUANE. ARE THERE TIMES OF YEAR THAT ARE OFTEN MORE POPULAR TO DO THESE PROGRAMS AT LIBRARIES?

WELL, I THINK ANY TIME IS THE RIGHT TIME. BUT OBVIOUSLY HOLIDAYS CAN BE A LITTLE DIFFICULT. BUT JUST AROUND THE CLOCK REALLY QUICK. WINTER IS A GOOD TIME TO DO THE PLANNING. IF YOU HAVE FEBRUARY? THAT COULD BE A GREAT OPPORTUNITY TO TALK ABOUT THE TOPIC OF ROMANCE SCAMS. IT IS ONE OF THE BIGGEST SCAMS OUT THERE. IT IS ONE OF THE MOST DEVASTATING. FEBRUARY IS GREAT FOR THAT. BUT YOU CAN TALK ABOUT IT ALL YEAR LONG. THE MONTH OF MAY AS OLDER AMERICANS MONTH. IT IS NOT NECESSARILY ABOUT ELDER ABUSE OR ELDER FINANCIAL EXPLOITATION. BUT IT COULD KICKOFF THE CAMPAIGN. GOES FROM MOTHER'S DAY TO FATHERS DAY. YOU COULD BE VERY CREATIVE. AND IN THE FALL I THINK IT IS SEPTEMBER IS NATIONAL CAREGIVERS MONTH. I DO NOT THINK YOU NEED TO ATTACH YOURSELF TO ANY PARTICULAR MONTH OR TIME OF YEAR. BUT COLLABORATION SEEMS TO COME TOGETHER VERY WELL AROUND ELDER ABUSE DAY. AND I SUGGEST PLAN EVENT IN 90 DAYS IN ADVANCE. SO YOU HAVE A LOT OF TIME TO COLLABORATE. GETTING YOUR PUBLIC RELATIONS AND GET THE WORD OUT.

WE HAVE THREE MINUTES.

HERE ARE THE YOUTUBE RESOURCES THAT I WAS MENTIONING, EARLIER. THEY ARE RECORDED WEBINARS ON A NUMBER OF DIFFERENT TOPICS. INCLUDING LAUNCHING AND ENHANCING ELDER JUSTICE NETWORKS. THERE IS QUITE A LIST UNDER THAT PARTICULAR SET OF TOPICS. HOW TO PLAN AN ELDER JUSTICE. CONVENING, ET CETERA. THERE WAS ANOTHER ONE THAT IS SPECIAL TOPICS IN ELDER JUSTICE. THAT HAS A HOW TO PRESENT MONEY SMART FOR OLDER ADULTS. IT IS SOMEWHAT SCIENTIFICALLY BASED. A PRESENTATION ON A REPORT WE DID FOR RECOVERING FROM ELDER FINANCIAL EXPLOITATION. AGE FRIENDLY BANKING AND OPPORTUNITIES FOR COLLABORATION FOR FINANCIAL INSTITUTIONS. OR, IF YOU WANT TO LEARN TO GET IDEAS ON HOW TO COLLABORATE WITH FINANCIAL INSTITUTIONS. AND FINANCIAL CAREGIVING IS ANOTHER ONE. WE HAVE

ABOUT 12 TOPICS. WE JUST ADDED FROM TRIBAL COMMUNITIES. WORKING WITH TRIBAL JUSTICE OAKS. SO THOSE ARE THE RESOURCES. FINDING A NETWORK IT STARTING AND ENHANCING A NETWORK. YOU CAN READ ALL OF THAT. AND LIBRARY RESOURCES SPECIFICALLY. A BIG SHOUT OUT TO KEN. HE IS THE HEAD OF OUR LIBRARIES PROGRAM. THROUGH OUR OFFICE FINANCIAL EDUCATION. THANK YOU FOR MAKING THIS HAPPEN TODAY WITH US. HERE ARE SOME RESOURCES. WHERE TO FILE A COMPLAINT. ASKING ABOUT THE CFPB ABOUT TOPICS. ALL THINGS FINANCE IN MY LANGUAGE. BUT AS MORTGAGES. IT IS A FANTASTIC DATABASE. GO FOR QUESTIONS AND ANSWERS IN PLAIN LANGUAGE ON ALL OF THESE FINANCIALS.

THANK YOU. WE HAD TO END THE TOPIC. YOUR PRESENTATION WAS EXCELLENT. FOR THOSE WITH QUESTIONS? FOLLOW UP WITH THE SPEAKERS DIRECTLY. THIS HAS BEEN RECORDED AND WILL WILL BE NOTIFYING YOU WHEN IT IS AVAILABLE. AND ALSO THERE IS A VOLUNTARY SURVEY ABOUT THIS PRESENTATION IN THE CHAT. DOWNLOAD UPCOMING WEBINARS. OUR CALENDAR OF EVENTS IS ALSO AVAILABLE IN THE CHAT. THANK YOU FOR EVERYBODY FOR AN EXCELLENT PRESENTATION. HAVE A MARVELOUS DAY, EVERYONE. [Event Concluded]