

ELDER JUSTICE COORDINATING COUNCIL

Panel Three: Enhancing Response

Laura Mosqueda, MD

William Benson

Lori Stiegel

Page Ulrey

Patricia Banks

Thursday, October 11, 2012

Renaissance Hotel
999 Ninth Street, NW
Washington, D.C. 20001

1

2

3

4

5

6

7

8 Speakers Panel: Enhancing Response

9 MS. GREENLEE: So we will continue with
10 another very fine panel, and we will talk now on
11 "Enhancing Response." So let me introduce the panel.

12 Laura Mosqueda, M.D., is the Director of
13 Geriatrics, University of California, Irvine School of
14 Medicine.

15 William Benson, that we all know as Bill, is
16 the National Policy Advisor for the National Adult
17 Protective Services Association.

18 Lori Stiegel is Senior Attorney with the
19 American Bar Association Commission on Law and Aging.

20 Page Ulrey is the Senior Deputy Prosecuting
21 Attorney in King County, Washington.

22 And Patricia Banks is Presiding Judge of

1 Elder Law and Miscellaneous Remedies Division in Cook
2 County, Illinois. And I believe, ma'am, you were with
3 us also in June at the White House.

4 JUDGE BANKS: I was there, yes.

5 MS. GREENLEE: So a fine panel. Welcome to
6 you all.

7 Dr. Mosqueda, we'll start with you.

8 DR. MOSQUEDA: Thank you. And remind me
9 never to go to the movies with you.

10 (Laughter.)

11 MS. GREENLEE: You can't go to the movies
12 with me?

13 DR. MOSQUEDA: Well, I don't know. You
14 showed really depressing stuff.

15 MS. GREENLEE: Oh, actually really bad films,
16 yeah?

17 (Laughter.)

18 DR. MOSQUEDA: I thought I would just start
19 with a brief story, and this was a couple of months
20 ago. An adult protective services social worker was
21 notified that an elderly woman was living in a motel
22 room with her adult daughter. We had an anonymous

1 reporter who called because she was concerned that the
2 older woman didn't look good. So the APS worker went
3 for a visit. The daughter opened the door but wouldn't
4 let her come into the motel room, but from the doorway
5 the APS worker could see an old woman sitting in a
6 corner in kind of a darkened room and there was a foul
7 odor coming out. So she brought this concerning
8 situation to our Orange County Elder Abuse Forensics
9 Center in California for help on how to proceed.

10 And let me just break by saying that this is
11 a group of people -- I think it's a fairly
12 extraordinary team -- that comes together for one hour
13 every Tuesday that includes representatives from Adult
14 Protective Services, ombudsmen, public guardian,
15 police, legal aid, the District Attorney, county mental
16 health, a domestic violence expert, a geriatrician, a
17 neuropsychologist; those are the usual participants.
18 And I'll mention it because I'm in an academic medical
19 center, it also serves as a teaching site, and we have
20 many students who come as well.

21 So during this particular meeting when the
22 APS worker presented this case, the detective made a

1 phone call and discovered right then that the daughter
2 had been jailed several times for drug-related
3 activity. So we made plans for a social worker, a
4 geriatrician, public guardian, and patrol officer to
5 make a group visit the following day.

6 This time when we went out, the daughter did
7 not open the door, we knew that somebody was in there,
8 so the officer was able to obtain a key from the clerk
9 to perform a welfare check. We got into the room. It
10 was cluttered with plastic bags. There was trash all
11 over the place, clothes sort of strewn throughout. The
12 elderly woman was sitting in a chair, she was very
13 thin, filthy, confused, smelled of feces, and on exam,
14 she had an abnormal heart rhythm, she was dirty, she
15 had very elongated nails, she was unable to get out of
16 the chair by herself.

17 We did a cognitive exam, and it wasn't just
18 that she was confused, she really had a lot of memory
19 problems and could not understand the situation that
20 she was in. So as a result of our visit, an emergency
21 guardianship was issued, and she was brought to a
22 nursing home where she was cleaned and fed. The

1 daughter was no longer able to access her mother's
2 Social Security income.

3 And we can come back and talk about that
4 story if you want to, but to me it was an example of a
5 multidisciplinary response that might be of interest.
6 Separately, you can imagine that agencies face
7 insurmountable obstacles in addressing abuse of elders.
8 Collaborations among professionals with a variety of
9 backgrounds are absolutely key for identification,
10 intervention, and prevention. In fact, it's
11 interesting to me that the need for interdisciplinary
12 teams is so great that these teams form all over the
13 country without funding, without mandates, without much
14 help, to tell you the truth, yet there are a growing
15 number of communities that have multidisciplinary
16 teams, financial abuse specialist teams, elder death
17 review teams, and forensic centers or things like them.

18 Why? Why is it so great to have an
19 interdisciplinary team and so important? Well, for
20 one, we provide swifter and more effective
21 interventions. We improve access to needed services.
22 Cases are more likely to be filed and prosecuted when

1 appropriate. The combined wisdom and knowledge from a
2 group of people from different perspectives really
3 provides a forum for creative problem-solving, which is
4 often needed, and I think really untapped resources for
5 helping people like you identify gaps in services and
6 policy issues.

7 But even when all of the components are
8 available for a team in any community, there are a lot
9 of barriers to smooth and efficient implementation.
10 Laws related to HIPAA and ombudsmen, for example, are
11 interpreted in such a way that really hinders reporting
12 and communication. Many cases that are really
13 complicated either leave us with a choice of doing way
14 too much or way too little. We rarely can find the
15 just right sort of Goldilocks response that we're all
16 in search of. We have limited understanding of each
17 other's roles and responsibility. There is a lack of
18 geriatric training among those in the criminal justice
19 system and a lack of forensic training among those in
20 medical and social service systems. And all of these
21 issues impede the formation and function of
22 interdisciplinary teams.

1 There is also a dearth of easily available
2 experts in one or more of the core team disciplines,
3 and this leaves a hole in many communities' ability to
4 respond.

5 Fortunately, there are a lot of things that
6 the federal government can do to help us overcome these
7 and other barriers. Simply clarifying some of the
8 existing federal rules and regulations such as what I
9 mentioned related to HIPAA and the ombudsmen, the
10 ombudsmen's authority to report abuse can enhance
11 interdisciplinary communication. That requires no
12 funding, simply clarification that goes out across the
13 country.

14 You can create guidelines to promote sharing
15 of information across agencies. You can make it easier
16 for us to use technology and help each other across
17 state lines. You can insist that interdisciplinary
18 responses be integrated into existing programs that
19 serve older adults.

20 Paul Greenwood, my colleague who is a
21 prosecutor in San Diego, mentioned rapid response
22 teams, which is also something I've noted. We do this

1 in medicine in hospitals. Instead of waiting for
2 somebody to code now, many hospitals have rapid
3 response teams that see when somebody is in trouble,
4 and you get the right group of people to them quickly
5 before there's a code. We should be applying the same
6 kind of principles to elder abuse.

7 You need to support research in the areas of
8 standardized measurement, data collection, evaluation,
9 and translation, and then promote the use of evidence-
10 based best practice models. We have to have national
11 leadership on this issue.

12 And just as we found I think individually at
13 the local level, that we've had to move from a silo
14 mentality to the village mentality, we think the same
15 applies at the federal level as well. Communication,
16 cooperation, shared goals among the agencies
17 represented here, can really promote understanding and
18 efficiency and coordinated action.

19 However you accomplish this, be it by
20 creating a new position in the government so that we
21 know where the buck stops or by some other mechanism,
22 the need for national leadership is urgent and clear.

1 Too many of our nation's elders are becoming
2 impoverished, are suffering, and are dying as a result
3 of abuse.

4 Somebody said earlier that the problem is
5 that people fall through the cracks, and I think the
6 problem is that we not only have cracks, we have huge
7 crevices in our systems, and it's not that people are
8 falling through it, it's that we have these cracks and
9 these crevices, and that's what we really need to fix.

10 Thank you.

11 MS. GREENLEE: Thank you very much.

12 (Applause.)

13 MS. GREENLEE: Bill.

14 MR. BENSON: It's an honor to speak to you
15 today on behalf of the National Adult Protective
16 Services Association, or NAPSA. NAPSA represents the
17 nation's state and local adult protective services
18 programs. Your convening today represents a
19 significant step toward implementing the landmark Elder
20 Justice Act and a federal commitment to addressing
21 elder abuse, neglect, and exploitation.

22 APS is the nation's state-based statutorily

1 authorized system for investigating elder abuse,
2 neglect, and exploitation and responding to and
3 protecting its victims as best possible. APS, which in
4 most states also responds to abused younger adults with
5 significant disabilities, operates under state laws in
6 every community. APS is the primary system we have for
7 responding to vulnerable older adults who are victims
8 of elder abuse.

9 I note with some pride about APS that I think
10 six of the eight preceding speakers have all mentioned
11 APS, not that I'm keeping track.

12 (Laughter.)

13 MR. BENSON: Research shows us that there are
14 more elder abuse victims than other types of abuse
15 victims, such as victims of child abuse and domestic
16 violence, yet older victims are the only ones who
17 receive no designated federal support for services.
18 Federal support and attention to other types of abuse
19 have resulted in reduced incidences of both child abuse
20 and domestic violence homicides.

21 APS relies heavily on state and local funds,
22 which have been under intense pressure over the last

1 few years. APS receives no designated federal funding,
2 although 60 percent of states opt to use some Social
3 Services Block Grant funds to support APS. The Elder
4 Justice Act authorizes the first-ever dedicated funding
5 for APS, but thus far, as we all know, not a dollar has
6 been appropriated.

7 Every single day, state and local APS
8 investigators, case workers, and others in every state
9 do the best they can to deal with an onslaught of
10 increasingly difficult, complex cases. They do so with
11 virtually no national infrastructure behind them. As
12 the GAO noted in their report last year, there is no
13 federal agency with responsibility for APS, although
14 we're very thrilled that Assistant Secretary Greenlee
15 would like AoA/ACL to be that place. There is no
16 national data system nor practice standards nor minimal
17 training standards nor a host of other things that
18 would constitute support for this program on a national
19 basis.

20 In our written testimony, we offer a number
21 of suggestions as to what the federal response could be
22 to strengthen and support APS to better address the

1 needs of victims. The white paper we are preparing
2 will elaborate on each of those points, but in the
3 limited time I have, I want to briefly touch upon
4 several of our suggestions.

5 First, there is a great need for support for
6 research about the effectiveness of APS interventions,
7 promising practices, and optimal outcomes for victims.
8 We need to develop and field test field-friendly
9 capacity assessment and screening tools to replace
10 antiquated tools that are currently being used by APS,
11 such as the Mini-Mental Status Exam, still used by APS
12 in 22 states. The field needs new easy-to-use tools
13 that are not costly in terms of either time or money.

14 As the GAO called for, and others have said,
15 it is imperative that a national data system be
16 developed, tested, and implemented that will be capable
17 of annually telling us how many cases are reported to
18 APS, what types of abuse, those cases alleged, how many
19 are substantiated after investigation, and other
20 important data about elder and vulnerable adult abuse.

21 Federal victims services funds such as VOCA
22 and VAWA should be allocated to older victims in

1 proportion to their numbers and needs. Older victims
2 of abuse are underrepresented by these other victims
3 services programs both in terms of the dollars
4 allocated and the services provided.

5 We believe that the aging and disabilities
6 services networks need to be better educated about
7 recognizing, reporting, and responding to elder abuse
8 as well as other forms of non-elder adult abuse. With
9 47 states having mandatory reporting laws, these
10 networks, along with many others, including federal
11 employees, need to be trained about their
12 responsibilities and about elder abuse in general.

13 It is important to expand training for law
14 enforcement, prosecutors, and judges to all forms of
15 elder and vulnerable adult abuse and to make that
16 training widely and easily available throughout the
17 country. While not all elder abuse is criminal in
18 nature, the abuse that is needs to be thoroughly
19 investigated and prosecuted. We need to move from
20 training hundreds in law enforcement and prosecution to
21 thousands.

22 We wholeheartedly applaud Assistant Secretary

1 Greenlee for her leadership and for funding the first
2 ever national APS Resource Center. It is an important step
3 toward building a modest national infrastructure to
4 support and strengthen adult protective services. This
5 center needs to be an ongoing part of the federal
6 response to elder abuse.

7 I might also take the opportunity to applaud
8 her for funding the first ever Resource Center
9 dedicated to addressing elder abuse in Indian country,
10 a terribly neglected area, and it's an area in which we
11 need to do more work to collaborate between states and
12 state APS systems, law enforcement, and tribal
13 officials.

14 And, finally, we remain thrilled by the
15 enactment of the Elder Justice Act as part of the
16 Affordable Care Act, but the great promise of this new
17 law, especially the authorized support for desperately
18 needed funds for states, is an unfulfilled promise
19 until we have some funding that comes through for that
20 piece of legislation. A stable source of funding to
21 states and local communities for adult protective
22 services will save victims' lives, it will improve

1 investigations and investigative outcomes, and it will
2 save us money in other programs such as Medicaid.

3 Thank you again for this opportunity to offer
4 NAPSA's thoughts today.

5 MS. GREENLEE: Thank you very much.

6 (Applause.)

7 MS. GREENLEE: Lori Stiegel, ABA?

8 MS. STIEGEL: Thank you for inviting me to be
9 here today and for convening this. And I need to give
10 the caveat that I'm talking twice as long as everybody
11 else because I'm talking about civil --

12 MS. GREENLEE: With permission. We have
13 requested that you talk about two things.

14 MS. STIEGEL: Yes. I'm talking about civil
15 legal services and about the courts as well.

16 And I also, like my colleague Erica, and
17 being a lawyer, need to give a disclaimer that I'm not
18 speaking on behalf of the American Bar Association
19 today, although what I'll be talking about largely
20 stems from my work there.

21 Also, like Assistant Secretary Greenlee, I'm
22 a once and always legal services lawyer, and those

1 programs are central to my testimony because so many of
2 the victims who we've talked about and heard about
3 today can't afford to pay for a private lawyer. But
4 there is a role for private lawyers to play in
5 preventing, detecting, and redressing abuse, and we
6 also know that civil lawyers play many other roles as
7 well. Many of us here in the room are civil lawyers
8 working on elder abuse issues. We advise protective
9 services or we work for the state attorney general's
10 office or for other governmental agencies. Civil
11 lawyers who may be working for financial services
12 industries are increasingly playing a role in dealing
13 with the problem of elder abuse. And, of course, we
14 help create laws, whether as legislators or as staff to
15 legislators and policymakers.

16 I'm going to highlight four gaps and then
17 talk about three ways that I think the federal
18 government can help start to fill those gaps. First,
19 we know that many victims are challenged in their
20 ability to obtain civil legal services. They don't
21 recognize what's happening to them in the first place,
22 thus, the need for public awareness, but they don't see

1 how civil legal services can help. We have done a lot
2 of improvement on dealing with the criminal justice
3 aspects of the problem, and we need to start doing the
4 same on civil legal services.

5 They need help in finding those services.
6 Those of us who deal with this every day know what's
7 out there, but the public still doesn't. I'm
8 constantly astounded when I get calls from people who
9 have worked their way all the way up to me but have not
10 found their local legal services provider to help them
11 in their community.

12 Services need to be affordable, they need to
13 be accessible to them, and whether that's through an
14 Older Americans Act funded program, through the Legal
15 Services Corporation, through pro bono through a
16 private lawyer, that needs to happen. But it's not
17 enough just to have a lawyer, you have to have a lawyer
18 who knows about elder abuse, who understands the
19 problem, can help you work to prevent it, can detect it
20 if it's already happening to you, and knows what
21 remedies to pursue and how to do it. They need to
22 understand diminished capacity, so that's just as

1 relevant as it is to the other professionals we've
2 talked about today. They need to understand undue
3 influence. We're increasingly seeing how critical that
4 is.

5 No matter what role civil lawyers play, they
6 need training, preferably starting in law school. If
7 not then, or in addition to then, occurring after
8 they've passed the Bar through continuing legal
9 education programs and so forth, but they also need
10 much more than that. I constantly get requests for
11 case analyses, for brief banks, for information on who,
12 what expert witness to find and how to find them and
13 assess whether they would be appropriate or not.
14 They're looking for legislative analyses, case
15 consultations. The kind of things that we've seen the
16 federal government support for child abuse and for
17 domestic violence need to happen in elder abuse as
18 well.

19 The Missing Link Project that the Department
20 of Justice is talking about implementing at the White
21 House event -- and I know that they're working on it --
22 is a drop in the bucket. It will be a great start, but

1 it's only one piece and we hope it will develop further
2 in the future.

3 I want to talk some about what civil lawyers
4 can bring to the table, though, to help protective
5 services and other agencies and the federal government
6 as well. Understanding the role that civil lawyers can
7 bring, if you're an APS professional, law enforcement,
8 health care, any others, can also help victims directly
9 because then you're better able to make a timely
10 appropriate referral to a civil legal services
11 provider, but they also should be at the table in the
12 multidisciplinary initiatives that we've been talking
13 about today that can bring a wealth of knowledge to
14 efforts to build systems, change laws, and serve
15 victims. And federal legislators and policymakers, as
16 well as state legislators and policymakers, also need
17 to hear from civil lawyers about the impact of laws,
18 about what laws are out there, whether there are
19 barriers to reporting, to sharing information, all the
20 issues that we've heard about today, that's the brain
21 power that civil lawyers can bring to the table.

22 Let me talk quickly about some ways that I

1 think the federal government can deal with these gaps.
2 One of my favorite lines from The West Wing was when
3 President Bartlet said that he was a human starter gun,
4 and in the context he was talking about, that was a
5 negative thing, but I think in general it's a positive
6 thing, and I think that all of you here can use your
7 power as human starter guns in your agencies and
8 broader in the community and nationally to raise these
9 issues to a higher level of attention. And I don't
10 mean to pick on DOJ, but I've been to a lot of DOJ
11 conferences over the years where unless it's
12 specifically focused on elder abuse, you never hear
13 those words in the plenary sessions or from the higher
14 level officials. They talk a lot about child abuse,
15 they talk a lot about domestic violence, and other
16 important issues, but I would like to see elder abuse
17 start working its way in there, too.

18 You certainly can use your existing resources
19 to try and fold these efforts in, MT spoke a lot about
20 that, again bringing civil lawyers into the mix,
21 bringing civil lawyers, bringing elder abuse into the
22 issues that you're already working to train civil

1 lawyers about will be a huge boon.

2 In the more medium term, I think that once
3 you start that human starter gun effect, to really try
4 and fold these into your existing programs even without
5 the additional resources that we all know are needed
6 can be a real benefit. The Office for Victims of
7 Crime, through it's wraparound legal services program,
8 is working to benefit all victims of crime and to make
9 sure that they get the civil legal services that they
10 as well as the criminal justice process and victims
11 services that they need, but we need to be sure that
12 elder abuse is included in that effort as well.

13 I think that there are things that the
14 Administration on Aging can do in trying to push state
15 units on aging and the area agencies on aging to
16 provide more funding to civil legal services and to
17 really emphasize to them the need to deal with elder
18 abuse. I know that's a pet issue of yours.

19 Civil legal services can also provide us with
20 information that will help us assess the costs of elder
21 abuse and the impact of elder abuse on the Medicaid
22 budget and even potentially on the criminal justice

1 budget. When I worked for Legal Services, we, even
2 though we were not required to do this, kept very
3 detailed records of what financial benefit we brought
4 to our clients, and when we informed our area agency on
5 that at times when they were cutting other services,
6 they would increase our budget, because we were able to
7 demonstrate the value that we were bringing.

8 So we know that that information can be kept
9 though generally not doing it voluntarily as my old
10 program did, and so whether we use a carrot or a stick,
11 maybe we need to help that because that's the sort of
12 data we all need, and they can provide some really
13 useful data.

14 I talked already, and other folks have talked
15 about, the need to review laws, policies, and programs
16 to see if coordination is hindered or helped by our
17 current system of laws.

18 In the longer term, I know that "funding" and
19 "new resources" and "money" are bad words these days,
20 but we all know that that's what's needed in the longer
21 term, and certainly again using your bully pulpit to
22 try and get that. In the previous administration, we

1 saw examples of them actively opposing efforts to try
2 and get those resources, so we hope that those kinds of
3 things will not continue.

4 It's very delightful and great to see the
5 newer research that's coming out on decision-making
6 capacity, and certainly continuing to support that and
7 translating it to make it useful to civil lawyers as
8 well as the other professionals we're talking about
9 will be critical.

10 Now I'll move on to the court system. I have
11 worked for 19 years at the ABA on elder abuse, and it's
12 interesting that my first work on elder abuse in the
13 early '90s, and now my more recent work with an NIJ
14 project that just wrapped up last year, have been about
15 courts, and the sad thing is that the recommendations
16 that we developed in the mid-'90s, when we did a big
17 research project funded by the State Justice Institute,
18 on whether elder abuse cases that were going into the
19 court system, if not, why not? What could we do about
20 it? Those recommendations, those issues, are just as
21 timely today as they were 19 years ago, and that's a
22 sad fact because it shows how little progress there has

1 been in involving the courts and recognizing the role
2 of the courts in this problem.

3 I again will highlight four major gaps and
4 then sort of do the same thing I did with short,
5 medium, long-term issues. And my work has really been
6 focused on state courts, but I think much of what I say
7 will apply to federal courts as well.

8 Courts have provided leadership and community
9 education to the public and in their communities on
10 child abuse, on domestic violence. A few of them are
11 doing that on elder abuse. An example will be what
12 Judge Banks will talk about in the new Chicago court,
13 but we really have not seen much of that, and the
14 federal government supporting that, making it a
15 priority, pushing the courts to do that, would really
16 have a boon because when courts talk, when judges want
17 something to happen, it happens just in the same way
18 that when you ask us to come to these things, we do it.
19 We all know that's how it works.

20 (Laughter.)

21 MS. STIEGEL: Having the courts include civil
22 lawyers on court advisory councils or whatever they may

1 call them is also really important in the way of
2 enhancing the Bar's response then to the problem.
3 Judges can, within the confines of their ethical
4 responsibilities, do public awareness, they can speak
5 at Bar Association meetings or CLE programs on these
6 issues, and those things could make a huge difference.

7 Judges and court staff need training on
8 myriad issues related to elder abuse. I won't go into
9 all the details about what those are, I'll do that in
10 my written paper.

11 There is a recent curriculum developed. We
12 had developed a curriculum in the '90s with State
13 Justice Institute money. The National Center for State
14 Courts has recently updated that and is putting it
15 online using money from the Bureau of Justice
16 Assistance and a foundation. That's great, but we've
17 really got to get the word out and make sure judges are
18 participating and getting their training.

19 Judges don't recognize that they're seeing
20 elder abuse cases. They don't come in labeled as elder
21 abuse, they're guardianship cases, they're murder
22 cases. They may come in under all kinds of guises, and

1 judges, like all the rest of us, are so busy that
2 they're not going to take the time to learn about
3 something that they don't recognize that they're seeing
4 come before them. So we have to get the messages out
5 to them that they are seeing them, and it's not just a
6 guardianship judge or an elder judge who's seeing them,
7 all sorts of judges are.

8 Courts need to learn about and consider
9 implementing different ways of meeting the needs of
10 older litigants who appear before them. We recently
11 looked at five different communities across the country
12 that were setting up sort of three categories of what
13 we generically labeled as court-focused elder abuse
14 initiatives. Two were elder protection courts, similar
15 to what Judge Banks will talk about, two were elder
16 justice centers, and then there was -- one was an elder
17 protection court, two elder justice centers, and two
18 programs that helped homebound litigants get protection
19 orders by telephone from the court. These things and
20 other sorts of progressive, innovative court processes
21 are really necessary to meet the needs of older
22 litigants who are terrified of going to court, who

1 can't sit on hard benches all day, particularly without
2 breaks, without lunch, or the ability to take their
3 medicines, who can't get up the stairs in older
4 courthouses. These are real issues that inhibit their
5 pursuit of justice.

6 We need further assessment of the role of the
7 courts and particularly of these new initiatives, like
8 Judge Banks, like the ones that we just studied, but
9 that raises some really complicated issues about data
10 collection. And we found in doing our assessment that
11 when we would ask the courts and the court-related
12 programs what they were doing to collect data, to
13 evaluate data themselves, they would get a blank look
14 in their eyes and say to us, "That's your role. That's
15 why we're playing with you." So one of the issues we
16 looked at was, well, what data are they collecting, and
17 is there going to be something that could support a
18 more in-depth evaluation than what we were doing at the
19 time? We were really assessing them, not evaluating
20 them.

21 And not to our surprise, but to our continued
22 horror, that data is just not there. Part of the

1 reason is that courts don't see their role as
2 evaluating themselves, and part of that role I think is
3 now shifting because courts have been facing huge
4 budget cuts and have greater understanding that they
5 need to evidence to state legislators that, "If you cut
6 our funds, this is the impact on the broader society,
7 the broader economy." So the mindset may be a little
8 bit right for what I'm talking about. But they also
9 just don't collect data.

10 One thing we've heard often was that, well,
11 if we -- and it's similar to the bank issue we heard
12 earlier, that if we write down their age, we're
13 committing age discrimination. Well, of course,
14 they're not, but apparently we have to get that message
15 across to them.

16 The problem again of court cases not being
17 labeled as elder abuse cases means the data is not
18 there. And it's sort of interesting that for many
19 years the policy wonks among the elder abuse field have
20 been talking about, well, you don't need, when you're
21 talking to a prosecutor or law enforcement, you tell
22 them you don't have to have an elder abuse law in order

1 to bring a case, you can use your murder and rape laws
2 and other laws, and that's true, and you want to
3 encourage prosecutors not to say, "Oh, I can't take
4 that case, we don't have an elder abuse law," but, of
5 course, it means the data is not there, and we need to
6 find ways to support the courts in collecting and
7 developing this data because otherwise we can't do
8 everything else that needs to stem from that data.

9 MS. GREENLEE: Lori, we're going to have some
10 questions for you, but I want to make sure we can get
11 the judge in because I've asked Page to talk about a
12 couple of things, too.

13 MS. STIEGEL: Okay, excellent.

14 MS. GREENLEE: So is there -- I don't want to
15 miss sort of the closing point that you might have.

16 MS. STIEGEL: Well, my three things are just
17 basically, again, the bully pulpit, short and medium
18 term of working this into your existing work and your
19 agencies, and then the longer term of funding and
20 resources.

21 MS. GREENLEE: I think your role in the
22 middle of the panel is a nice and interesting

1 transition to the courts, and what I leaned over to say
2 to Mr. West is I've always thought about DOJ as helping
3 us on the prosecution side, but this light bulb is
4 like, "You can help us with the courts." So I'm
5 looking forward to kind of exploring it.

6 MS. STIEGEL: And the civil side, too.

7 MS. GREENLEE: Yeah. Yeah. So let me go to
8 Page before we have the judge close us.

9 MS. ULREY: Thank you. Thank you to all of
10 you at the Elder Justice Coordinating Council for
11 asking me to speak today. It's a true honor to be
12 here.

13 I'm going to be speaking about the issues
14 faced by law enforcement and prosecutors in responding
15 to elder abuse cases at a local level, and I'll be
16 talking about both the subjects together since I think
17 they've very intertwined.

18 I've prosecuted felony level elder abuse
19 cases for over 10 years at the King County Prosecutor's
20 Office in Seattle. My office is unusually well
21 resourced compared to other prosecutors offices around
22 the country when it comes to elder abuse. We have two

1 dedicated elder abuse prosecutors. We have a financial
2 analyst who analyzes the extensive financial documents
3 that are so often a part of these cases. One of the
4 largest of the police agencies that we work with has
5 several specialized elder abuse detectives as well as
6 an elder abuse victim advocate, which is a rarity in
7 our state.

8 We are also lucky enough to have been a
9 recipient of the Office on Violence Against Women's
10 Elder Abuse Training Grant, which has allowed us to
11 train law enforcement, prosecutors, judges, and direct
12 service providers on elder abuse recognition and
13 response.

14 And we are also the lucky recipients of a
15 grant from the Bureau of Justice Statistics to gather
16 data on the cases we are prosecuting and the outcome of
17 those cases and looking at the many different factors
18 that go into our filing charges and then the results
19 that we end up getting on those cases.

20 On a table in our Elder Abuse Unit sits a
21 stack of documents almost 2 feet high. This stack
22 consists of copies of reports of elder abuse recently

1 faxed by Adult Protective Services to the 39 police
2 agencies in our county. Each document contains a
3 summary of a phone call made to APS's hotline by
4 someone reporting a case of possible physical or sexual
5 assault, neglect, financial exploitation, or homicide
6 of an elder or vulnerable adult. It is by these faxes
7 that APS makes their reports to law enforcement in our
8 jurisdiction.

9 Years ago, my office asked APS to send us
10 copies of these faxes so we could occasionally follow
11 up with law enforcement on some of the more serious
12 cases out of concern that law enforcement might mistake
13 them for being civil matters rather than potentially
14 crimes, and also to encourage them to coordinate their
15 investigations with those at Adult Protective Services.

16 We had reason to be concerned about that.
17 Investigating and prosecuting these cases is extremely
18 difficult. It requires knowledge of concepts like
19 capacity, dementia, consent, guardianships, wills,
20 powers of attorney, and forensics of elder abuse,
21 subjects that law enforcement rarely receives training
22 on and that prosecutors haven't dealt with in law

1 school, if at all. These cases almost always require
2 the assistance of financial, medical, and/or capacity
3 experts as well.

4 In Washington State, as in most states, APS
5 is a primary clearinghouse for reports of elder abuse,
6 yet APS in our state does not have sufficient funding
7 to staff a 24-hour hotline, so law enforcement often
8 receives these faxes days after the incident occurred
9 and was reported.

10 Each of the 39 police agencies in King County
11 that receives these APS reports handles them
12 differently. The one agency that has specialized elder
13 abuse detectives reviews each report, calls APS to
14 follow up if they need to, and assigns anything that
15 appears to be criminal to its elder abuse detectives
16 for investigation.

17 Not coincidentally, it is from this one
18 police agency that our elder abuse unit gets the vast
19 majority of its cases. Further, it is those
20 specialized detectives who are the most actively
21 involved in our county's elder abuse multidisciplinary
22 team, elder fatality review team, and in doing

1 trainings for the community. It is also these
2 specialized detectives who have the strongest
3 connections with local experts who assist them in
4 developing the evidence they need to build their
5 cases. Again, not coincidentally, this is the one
6 agency with whom we do not need to follow up to make
sure they are responding to those APS faxes.

7 As for the other 38 agencies without
8 specialized detectives, how they respond to one of
9 those reports differs widely, depending on whether they
10 have received our OVW training, and on whether they
11 place a significant priority on elder abuse cases or
12 not. From some of these agencies we do receive cases,
13 and from others we don't.

14 Despite our relative abundance of resources
15 in King County, the pile of reports in our office
16 continues to grow. As we have conducted more trainings
17 for law enforcement through our grant and as our
18 visibility has increased, our elder abuse caseload has
19 risen dramatically. Now we are lucky when we can
20 triage the most serious of those APS reports to make
21 sure they are followed up on.

22 Despite our best efforts, we are failing

1 countless older victims of criminal neglect, abuse, and
2 exploitation every day in our county. In most other
3 jurisdictions in this country the situation is far
4 worse than in King County. Most do not have
5 specialized elder abuse prosecutors or detectives, they
6 have received no training on elder abuse, they have no
7 multidisciplinary teams or connections with experts or
8 anyone to whom they can turn for help.

9 Elder abuse cases are being handled across
10 the country by local prosecutors offices with local law
11 enforcement, local medical examiners, and state APS
12 ombudsmen and departments of health and welfare, but
13 this is an issue that is bigger than any of us. We
14 urgently need information and support that only federal
15 involvement can provide us.

16 In that vein, I have three recommendations
17 for federal agencies that are part of this Council that
18 I think would make a huge difference to those of us on
19 the front lines of law enforcement and prosecution.

20 One is to fund pilot tests and collect data
21 on the impact of specialized elder abuse detectives,
22 prosecutors, and victim advocates in a few

1 jurisdictions.

2 The second is to create and fund a national
3 resource center for the investigation and prosecution
4 of elder abuse to accompany the website that DOJ is
5 already developing. The center would provide technical
6 assistance and support to law enforcement and
7 prosecutors on these cases, and would disseminate some
8 of this vitally important information that we've been
9 talking about throughout the day today.

10 The third is to conduct and expand our
11 research and data collection, like our current project
12 with BJS, to ensure that we have the knowledge base we
13 need to support our cases and to help us answer the
14 many questions we have about what cases are and are not
15 coming into the criminal justice system and why,
16 what is happening to these cases when they do come in
17 and why, and about the impact of a multidisciplinary
18 response on these cases and on our victims.

19 The more cases of elder abuse I handle, the
20 more aware I become of the extent to which failures in
21 our many systems contribute to its occurrence. It is
22 only through collaboration among these systems at all

1 levels of government, and with the development,
2 support, and coordination of federal programs and
3 initiatives that we will ever see real progress in our
4 battle against elder abuse. We are in desperate need
5 of your help.

6 Thank you.

7 MS. GREENLEE: Thank you very much.

8 (Applause.)

9 MS. GREENLEE: Judge Banks.

10 JUDGE BANKS: Thank you. Good afternoon,
11 everyone. The Circuit Court of Cook County, of course,
12 is very grateful that the judiciary was included in
13 this dialogue on elder abuse, neglect, and
14 financial exploitation. Today, we welcome the
15 opportunity to share with the Elder Justice
16 Coordinating Council the road taken by the Circuit
17 Court of Cook County in developing our Elder Law and
18 Miscellaneous Remedies Division (ELMR). So it's ELMR.

19 MS. GREENLEE: ELMR? Okay.

20

21

22

1 (Laughter.)

2 MS. GREENLEE: He's not just some dude, he's
3 your --

4 JUDGE BANKS: This is ELMR. Okay.

5 (Laughter.)

6 JUDGE BANKS: Cook County is one of the
7 largest unified court systems in the world, and so it
8 was with some trepidation that Judge Evans, Chief Judge
9 Evans, made the bold decision in 2010 December to
10 create a new court division. We have 16 divisions in
11 our court system.

12

13 Judge Evans felt that we needed an Elder Law
14 Court because elderly litigants were using every
15 division in our court in order to get legal
16 redress for matters. Well, this created a problem
17 because the 400 judges that we have in our
18 system were not addressing issues of abuse, neglect,
19 and financial exploitation in a holistic and focused
20 manner.

21 Allowing these cases to be filed throughout

22

Capital Reporting Company
Panel Three: Enhancing Response
Elder Justice Coordinating Council: 10-11-2012

1 the system, as Lori mentioned, did not allow us to keep
2 good records, there was no collection of data and we
4 couldn't track the cases.

5 Chief Judge Evans committed resources, not
6 withstanding budgetary restraints, for two full-time
7 staff members to work with me on developing an elder
8 court and an Elder Justice Resource Center.

9 I would like to tell you just a little bit about
10 the process. I will further elaborate in my white
11 paper.

12 The first thing that we did was to form a
13 workgroup. We selected the workgroup based on their
14 knowledge of the issues, resources available to them
15 groups, their connections with the senior community,
16 and commitment to the goal of establishing an Elder
17 Protection Court. This included the city and county
18 Area Agency on Aging, the Public Defender, the State's
19 Attorney, the Sheriff's Department, the Chicago Police
20 Department, the Attorney General, elder law
21 practitioners, the Public Guardian, and law schools
22 with elder law programs.

1

2 We formed committees, and these committees
3 were broken down into subcommittees where we discussed
4 issues such as the threshold age for the Elder Law
5 Court, and the types of cases that might be appropriate
6 for handling in Elder Law Court. We looked at models.
7 I visited California and Florida to observe their
8 Elder Justice Centers as well their two elder
9 protection courts.

10 Judge Evans has assigned three judges to handle
11 only elder abuse, neglect, and financial exploitation
12 cases. We also have persons who are available to
13 assist victims, it's a victim-based process.

14 In the Domestic Violence Division of our courts,
15 we have identified two judges to handle cases involving
16 seniors over the age of 60.

17 We have a victims advocate to link the victim
18 with services.

19

20

21

22

1 In the civil courts, our civil judges assigned
2 to this division will handle civil matters that runs
3 the gamut, e.g. financial exploitation, elder abuse and
4 neglect and abuses of power of attorneys.

5 Now, I'm fast forwarding here because I know
6 that time is limited. Judges of the Circuit Court of
7 Cook County have received training and bench cards
8 in order to red flag and identify cases that would be
9 more appropriate for the Elder Law Division. These cases
10 will be assigned to the division; and these litigants
11 will be assisted by utilizing services of the Elder
12 Justice Center.

13 MS. GREENLEE: Good.

14 JUDGE BANKS: I would like to talk about
15 Challenges: Attempting to convince lawyers within
16 our system that we really need elder protection courts.
17 Other challenges are collecting the data, creating
18 methods to collect age data, and raising awareness
19 and sensitizing judges and court personnel to aging
20 issues so that we are able to better address issues of
21 elder litigants. These courts are essential to the
22 present and future well-being of the elderly.

1 We need resource centers. We need training
2 for judges, a support staff, facilities, and equipment.
3 We need to provide transportation to facilitate court
4 appearances. We need audio-visual equipment in the
5 courtrooms. And we need lots of training for
6 everyone involved with the court process.

7 Thank you very much for your time. I
8 apologize for going over.

9 MS. GREENLEE: Thank you. Thank you very
10 much.

11 Thank you. Let's thank the panel.

12 (Applause.)

13 MS. GREENLEE: I alerted Attorney General
14 West I was going to ask him, give him the mike first,
15 if he has questions.

16 And then, Mr. Spiegel, you're new to the
17 panel, I'll come to you in a second just because I want
18 to make sure everybody has a chance to speak today.

19 MR. WEST: Well, thank you, Kathy, I
20 appreciate it, and thank all of the panelists for
21 excellent presentations. This is an issue that I've
22 had the privilege to work on for a while in my various

1 time, not only here at the Department of Justice but at
2 the California Attorney General's Office years ago, and
3 I think there is a lot that has been done in the many
4 years that we've all been working on this, but it's so
5 clear that much more work needs to be done, and we have
6 a long way to go.

7 I actually have questions for everybody, but
8 why don't I just start with Bill? One of the things
9 you were talking about was the need for better tools in
10 the field and particularly the use of sort of outdated
11 tools in the field, and I was wondering if you could
12 talk a little bit more about what some of those new
13 cost effective tools that you've encountered are, and
14 whether or not there are any pilot programs going on,
15 whether or not there is any funding that's going on in
16 particular areas around the country that are bolstering
17 the use of certain tools that have been identified as
18 particularly effective, particularly user-friendly.

19 MR. BENSON: I think my answer will probably
20 be very brief because I can't tell you about many tools
21 that are being pilot tested. We know that so many of
22 the individuals that APS are seeing, as anybody who

1 works in elder abuse see, are people with cognitive
2 impairments, whether they're mild or extreme
3 impairments. We know we need tools to help
4 APS frontline workers be able to make some assessments
5 about cognitive capacity, and we've relied on some
6 really outdated tools that I think people like Laura
7 can speak to better than I can about the Mini-Mental
8 Status Test. They just don't work very well, they're
9 not appropriate, and we don't have anything to replace
10 them.
11

12 So I think that one of the things that's
13 needed is the development of these tools, the testing
14 of them, the validation of them, and then to start
15 using them in the field.

16 In terms of tools, there is no question there
17 is need for use of better technology. NAPSA, through
18 the National APS Resource Center, in collaboration with
19 the National Association of States United for Aging and
20 Disabilities that represents the state units on aging,
21 did a survey of all state units on aging about a
22 variety of issues related to APS. They just released

1 this report in the last few weeks, and reported on the
2 number of programs that are using things like laptops
3 or even cell phones. I think we are really behind the
4 curve in terms of using even the technologies that are
5 available to help people in the field that are out
6 investigating cases.

7 I did a study of an Area Agency on Aging program
8 a few years ago, and case workers did not even
9 have cell phones that were issued to them as they went
10 into some unbelievably tough neighborhoods to
11 investigate complaints, and their working issues were
12 things like, "My car breaks down in a really nasty
13 neighborhood, and I don't even have a cell phone, much
14 less a computer, to help me out with these cases." So
15 I think we've got a whole lot of work to do in
16 developing new tools, whether they're technology that's
17 available or instruments or assessment devices. We've
18 got a long ways to go.

19 MR. WEST: Thank you.

20 MS. STIEGEL: Can I interject that we have,
21 the ABA has, developed a series of guides on capacity
22 assessment for lawyers, for judges, and we've done that

1 in conjunction with the American Psychological
2 Association, so they have more on their own developed
3 one for psychologists. We have been trying for years
4 to get someone to fund us to do one for Adult
5 Protective Services and haven't been able to get the
6 funding. That would be a huge boon to meet that need.

7 MR. BENSON: Absolutely.

8 MR. WEST: The other thing -- each of you
9 have mentioned data collection and the lack of good
10 data out there, and I guess the other question I had
11 was, where do we see the greatest deficiency in the
12 type of data? I mean, there is data that I know AJP,
13 for instance, has funded some data collection to raise
14 awareness and to raise the ability to identify elder
15 abuse, but there is also data needed on the court
16 system, there is data needed in the types of
17 prosecutions that we're bringing and how effective we
18 are in some of the things that we are actually doing,
19 data to measure our effectiveness. I mean, is there any
20 sense of where our greatest deficiency in data is when
21 you start to break that question down as it relates to
22 elder abuse?

1 (Laughter.)

2 JUDGE BANKS: I've talked too long already.

3 However, I'm thinking that what we need is data
4 basically to find out where -- why is the court putting
5 together a program such as this? Will the elderly be
6 better off? Should we continue to do what they're
7 doing already, causing elderly litigants to go from
8 court to court?

9 We need to have data in terms of the
10 number of cases that we receive, and then whether
11 cases are disposed of quicker? Is a better result
12 achieved when the court takes a holistic approach?

13

14

15

16

17

18

19

20

21

22

1

2

3

4

5

6

7

8 MS. GREENLEE: Bill, do you have a rank order
9 for --

10 MR. BENSON: Well, I would say --

11 MS. GREENLEE: Is all of the above a choice?

12 MR. WEST: I think all of the above is
13 probably --

14 MR. BENSON: When I listen to Page talk about
15 the stack of faxes with complaint data from APS coming
16 into her office and they do something with that,
17 hopefully -- and I don't know this about Washington
18 State, at least at the state level, they aggregate the
19 APS complaints into a common state system. Most states
20 have some common system, but they do not talk to each
21 other across the country.

22 So we don't have any way to aggregate what

1 Page is getting at the local level, which is really
2 important, telling us what kinds of abuse is going on
3 out there, against whom, what do we know about the
4 perpetrators, what do we know about the victims? We
5 are unable to aggregate that data. Just APS
6 data alone, if it were aggregated nationally, would give
7 us a heck of a view of what's going on out there. We
8 don't know it.

9 MS. ULREY: And can I add one thing? question?
10 I think the answer really depends on what discipline
11 the respondent to your question is in and on what
12 struggles they are dealing with in their attempts to
13 respond to elder abuse. But it seems like the one area
14 that is common to all of our disciplines is that of
15 capacity and dementia. Capacity and dementia cut
16 across all of these disciplines and affect us
17 deeply in all of the work that we're trying to do.
18 It seems to me, from my perspective anyway, that that's
19 a very important area for us to start addressing.

20 MS. GREENLEE: Laura, you wanted to jump in?

21 DR. MOSQUEDA: Right. Just one comment --

22 MS. GREENLEE: Speaking of capacity, a doctor

1 can weigh in here.

2 DR. MOSQUEDA: And lack thereof. One comment
3 about data, I mean, it always sounds great to collect
4 data, and it makes us feel good to have numbers, and
5 you can put them together and make really great looking
6 charts and graphs and all that kind of stuff, and it's
7 nice, but there is a real garbage in, garbage out
8 phenomenon that we have done really well in our field
9 of elder abuse where we have collected data and put it
10 together and came out with these sorts -- and I'm very
11 concerned about aggregating data, even at the state
12 level, and what we have found and are working on
13 publishing right now is just looking at, across the
14 State of California, the incredible variability of
15 what's getting reported that simply cannot be explained
16 by true variability at each community level, it can
17 only be explained by the fact that everybody views it
18 differently. And so I think we have got to be very
19 careful when we start saying we're just going to
20 collect all this stuff and put it all together and
21 realize that a lot of the stuff that we're aggregating
22 just simply isn't valid. And so I just would urge a

1 little bit of caution.

2 JUDGE BANKS: Just one other point. I'm
3 working with a couple of graduate schools of social
4 work in terms of helping me to identify what I
5 need to collect. I think that is important. You're
6 right, garbage in, garbage out. And when we first
7 started with developing the Cook County Circuit Court's
8 elder law model, we actually had conversations with
9 Lori Stiegel, we had a conference call, and during the
10 course of that conference call she and Erica emphasized
11 to me the need to collect good data, and I've kept that
12 in mind.

13 MS. GREENLEE: So can I jump in? Our
14 audience would like a break here I can sense, so I was
15 wondering if we could do about 5 more minutes, if
16 that's okay. We've got one more panel after this, but
17 Mr. West, I want you to -- we're glad you're here, so I
18 want to make sure --

19 MR. WEST: Well, no, I only have one more
20 question. I don't want to monopolize the time, but on
21 the Cook County model, I'm curious about the
22 coordination with law enforcement while you were

1 putting together that model and whether or not the way
2 that you now process elder abuse cases has impacted the
3 way law enforcement investigates elder abuse cases,
4 collects them, recognizes them, organizes them,
5 prosecutes them.

6 JUDGE BANKS: It's too soon to tell because
7 we're very new at this. However, I will say that
8 from the very beginning, the Circuit Court involved the
9 Chicago Police Department, the person on part of my
10 workgroup is a representative over senior
11 services for the Chicago Police Department. I also
12 reached out to the county sheriff, and other members of
13 law enforcement, and APS, and the state's attorney.
14 And so we are all working together, and we believe that
15 it will make a difference because of the fact that
16 we're on one page.

17 DR. MOSQUEDA: May I just say anecdotally
18 when I look at what people like Page Ulrey and Paul
19 Greenwood have done, it's absolutely clear in their
20 communities, when they have police who know that they
21 have folks in the District Attorney's Office who are
22 interested --

1 JUDGE BANKS: That's right.

2 DR. MOSQUEDA: -- that the police are much
3 more willing to put in the time and effort required to
4 give them the information they need to make a decision
5 about prosecuting a case. That's absolutely clear.

6 MS. STIEGEL: And in the courts where we
7 studied, having the court interested also has that
8 effect.

9 JUDGE BANKS: Exactly.

10 MS. GREENLEE: I was wondering if I could
11 just sort of just grab the mike and jump in with a
12 final question. I'm going to sort of jump in. It
13 strikes me that we are well represented from large
14 cities, with Los Angeles, Seattle, and Chicago being
15 here, and all of you talked about a collaborative
16 effort, whether it's a forensic center, or, Judge, what
17 you were talking about. Do you have any advice for us
18 for rural America? I mean, we will not have the
19 resources or even the talent. And I have visited the
20 forensics center that Laura mentioned and wondered --
21 and, Laura, you can chime in -- what do we do about
22 small towns in this country? You all are facing gaps

1 in huge cities. What do we do about the rest of the
2 country and so many people who are so isolated in rural
3 America?

4 DR. MOSQUEDA: I think this is a place where
5 technology can play a major role. We applied for a
6 grant, and unfortunately there aren't a lot of federal
7 grants for these sorts of things, but we applied to a
8 foundation to see if we can look at the use of face
9 time in a community that's more rural than where we are
10 and give them equipment to then beam back to our
11 forensics center when needed.

12 The difficulty is people need help right then
13 usually, it's usually an urgent situation, and they
14 can't wait around for the monthly MDT meeting, and
15 that's why I think technology can be very helpful. We
16 just need to prove that you're able to do the kinds of
17 exams you need using technology to a reasonable extent
18 that it ends up being helpful, but so that rural
19 communities are not feeling like they've just been left
20 in the lurch without all the personnel that they might
21 need.

22 MS. GREENLEE: Anybody else on rural? I just

1 want to make sure we got all our questions.

2 MS. ULREY: Just that even though we are in a
3 city, we had no funding for any kind of multidisciplinary
4 effort in our county. We started ours just by convening
5 everyone we could think of who might be interested over
6 the lunch hour and asking, "What is the one thing that
7 prevents you from doing a good job at your work with
8 regard to older victims?" From that group meeting, we
9 created an agenda for our multidisciplinary team that
10 now convenes every month and discusses the different
11 systemic issues we face, and doesn't cost anything.
12 So I think a lot of this can be done through support
13 for global efforts like this through a national center of
15 some type and online, and these things are doable even
16 without a lot of money.

17 MR. BENSON: Recognizing that we really lack
18 metrics for measuring successful outcomes, it's hard
19 to say what's a really effective APS program without
20 those, but we know that there is sort of consensus
21 about some strong programs in this country. Georgia and
22 Texas, for example, are known for having strong APS

1 systems. They cover vast rural areas, and I think we
2 can learn from their practical hands-on experience in
3 very rural communities and learn some lessons, but
4 we've just got to devote some resources to teasing out
5 what those lessons are. I mean, APS works in Dallas,
6 but it also works in really isolated spots out there
7 in the western part of the state and elsewhere.

8 MS. STIEGEL: Sometimes it's easier out in those
9 rural communities; there is less turf to deal with,
10 fewer agencies to deal with.

11 (Laughter.)

12 MR. BENSON: Not a lot of peer pressure.

13 MS. GREENLEE: Judge, I'm going to give you
14 the last word, and then we're going to take a break.

15 JUDGE BANKS: All right. I was thinking in terms of
16 train the trainer because I get that question quite a
17 bit in talking about what we're doing in Cook County,
18 "Well, what about us?" downstate. It's possible for
19 us to take this information and just pass it along.
20 And the online method is also good. And I know the
21 National Center for State Court is already involved
22 in trying to get that message to the rural areas.

Capital Reporting Company
Panel Three: Enhancing Response
Elder Justice Coordinating Council: 10-11-2012

1

2 MS. GREENLEE: Good. All right. Well,
3 everybody join me in thanking this great panel.

4 (Applause.)

5 MS. GREENLEE: As you could tell, this was
6 the largest panel, so we, I think, could all feel it in
7 the length of time we didn't necessarily get on Q&A,
8 but I very much want to thank you all and tell you that
9 it's wonderful that you're here. I encourage those of
10 us on the panel up here, if we have more questions, to
11 reach out and ask them.

12 Okay, team. So I think at 10 minutes 'til
13 we'll show another video and then we'll start the last
14 panel. Okay? Do we have more video? I'm hoping we
15 have one more. Yeah.

16 (Recess from 3:39 p.m. to 3:57 p.m.)

17

18

19

20

21

22