

**ELDER ABUSE PREVENTION**  
**VIRGINIA DEPARTMENT FOR THE AGING**  
**SERVICE STANDARD**

**Definition**

Elder Abuse Prevention services are programs to assist older individuals, their families and caregivers, to prevent and remedy neglect or exploitation. See 42 United States Code (USC) §3002 (22) & (23).

**Eligible Population**

Individuals are eligible for Elder Abuse Prevention Services if they are 60 years of age or older. Preference shall be given to older individuals who are indigent; unable to care for themselves and who have no one available and willing to provide needed care. Services may also be provided to the family or caregiver of an older individual to assist the family caregiver to provide appropriate care. See 42 United States Code (USC) §3002 (35).

**Service Delivery Elements**

- Elder abuse prevention services should concentrate on public education. See 42 United States Code (USC) §3058i.
- Elder abuse prevention services will coordinate with the Long-Term Care Ombudsman Program.
- Abuse, neglect or exploitation of older persons must be reported to the local Department of Social Services. See Virginia Code §63.1-53.3. In addition, suspected sexual abuse of older persons must be reported to local law enforcement officials. See Virginia Code §63.1-53.3.C.
- If there is reason to believe a crime has been committed, the suspected crime must be reported to the local law enforcement agency.
- Services for the elder abuse program include determining if additional services are needed and arranging for those services. Follow-up may also include advocacy for the older individual with the Department of Social Services staff.

**Assessment:**

A service specific assessment should be performed on each individual client, utilizing the Virginia Service – Quick Form:

Federal Poverty/VDA Sliding Fee Scale is required, unless all information needed to determine federal poverty is documented on Virginia Service – Quick Form.

**Administrative Elements**

**Staff Qualifications:**

Staff should know the biological, psychological and social aspects of aging; Virginia's Adult Protective Services Law; elder abuse prevention and intervention; the services provided by community resources; and problem solving complaint resolution techniques. See 42 United States Code (USC) §3058i. (b)(8)(C).

#### Units of Service:

Units of service must be reported in AIM for each client receiving the service. Service units can be reported by client on a daily basis, but not aggregated (summarized) more than beyond one calendar month.

- Persons Served – Unduplicated number of individuals for whom services were provided.
- Contacts – count each contact with the client and collateral contacts with agencies related to establishing services.

#### Optional Units of Service (Not Entered into AIM):

- Referrals\* – Number of elder abuse and elder victim reports/referrals made to Department of Social Services and law enforcement agencies.
- Presentations\* – Number of education/training group activities conducted.
- Participants\* – Number of people attending education/training group presentations.

\*These activities cannot be entered into the AIM system; but may be reported on the AMR Optional Unit Report.

#### Program reports:

- AIM client level data transmitted by the last day of the following month
- Aging Monthly Report (AMR) to VDA by the twelfth (12<sup>th</sup>) of the following month. If the area agency on aging provides this service, this report must be updated and submitted even if no expenditures or units of service occurred.

#### **Quality Assurance**

##### Criminal Background Checks:

VDA strongly recommends that the agency and its contractors protect their vulnerable older clients by conducting criminal background checks for staff providing any service where they go to or into a client's home.

##### Staff Training:

Training must be coordinated with the Department of Social Services staff and will include information about elder abuse, Virginia's Adult Protective Services law, and procedures for making referrals and coordinating with other agencies. Continuing education will update personnel on changes and improve professional skills about elder abuse prevention.