

# Elder Abuse

**E**lder abuse affects one in 10 older adults living in the United States, which helps explain why elder abuse accounts for 6 percent of all inquiries the Eldercare Locator receives. Elder abuse takes many forms—physical or emotional abuse, financial exploitation, or neglect. The Eldercare Locator connects older adults and their caregivers to local programs and resources that can help stop elder abuse in its tracks.



Older adults no matter where they live—in their homes or in institutional settings such as a nursing home or assisted living facility—can be touched by elder abuse. Thanks to its vast database of resources and its trained staff, individuals contacting the Eldercare Locator seeking assistance because they or a loved one have been affected by elder abuse can be connected to the appropriate local resource that can help them prevent, address and report elder abuse to the proper authorities.

## Consumer Needs: Issues Facing Older Adults in America Based on Inquiries Received by the Eldercare Locator

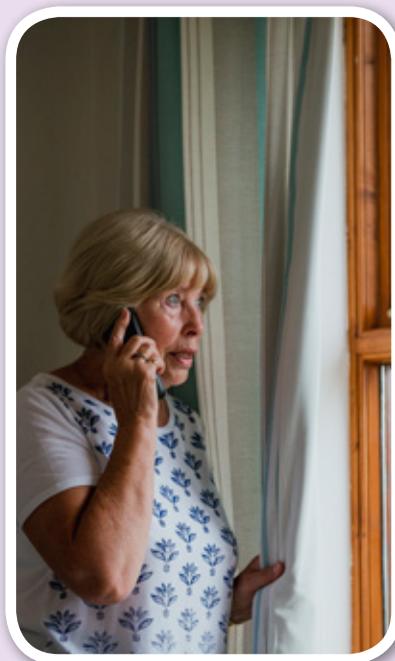
	Transportation	22%	
	Home and Community-Based Services	16%	
	Medical Services and Supplies	15%	
	Home Repair and Modification	7%	
	Elder Abuse	6%	

Calls that deal with elder abuse fall into the many categories of sensitive and highly complex calls that are handled by the Eldercare Locator's Enhanced Services Specialists. In fact, 22 percent of all calls to the Eldercare Locator are handled by Enhanced Services Specialists, all of whom have received specialized training that equips them with the skills necessary to provide important information to individuals who may be experiencing immediate crisis situations. Calls that fit into this category involve individuals seeking resources for caregivers, long-term care and supports, and calls from individuals in crisis situations.



## CALL CONNECTIONS

Ms. M contacted the Eldercare Locator to learn how she could report suspected elder abuse because she was very concerned about the safety of her 80-year-old neighbor. After learning that sometimes her neighbor did not have food in her home, often lacked money and had frequent bruises on her arms, Ms. M suspected that her neighbor was being emotionally, physically and financially exploited by her children. Ms. M wanted to help, but her neighbor refused to call the authorities to report her children. She was hoping someone could investigate her neighbor's situation. The Enhanced Services Specialist who spoke with Ms. M thanked her for taking action on the concerns she had for her neighbor, provided a brief explanation of Adult Protective Services and referred her to the local Adult Protective Services office for assistance. The Enhanced Services Specialist also made sure Ms. M received a copy of *Older Adults and Elder Abuse*, an Eldercare Locator fact sheet that is available online.



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### About the Eldercare Locator

Launched in 1991, the Eldercare Locator is the only national information and referral service that provides support to consumers across the spectrum of issues affecting older Americans. The Locator was established and is funded by the U.S. Administration on Aging, which is part of the Administration for Community Living, and is administered by the National Association of Area Agencies on Aging (n4a).

### About the National Association of Area Agencies on Aging (n4a)

The mission of n4a is to build the capacity of Area Agencies on Aging and Title VI Native American aging programs so they can better help older adults and people with disabilities live with dignity and choices in their homes and communities. [www.n4a.org](http://www.n4a.org)

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1 (800) 677-1116 (Monday-Friday, 9:00 am – 8:00 pm) | [eldercare.acl.gov](http://eldercare.acl.gov)



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