



# Supporting Local Elder Fraud Prevention and Response Networks

**July 15 2020**

Office for Older Americans





# Office for Older Americans

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The Office for Older Americans (OA) develops initiatives, tools, and resources to:

- Help protect older consumers from financial harm
- Help older consumers make sound financial decisions as they age



# What is a network?

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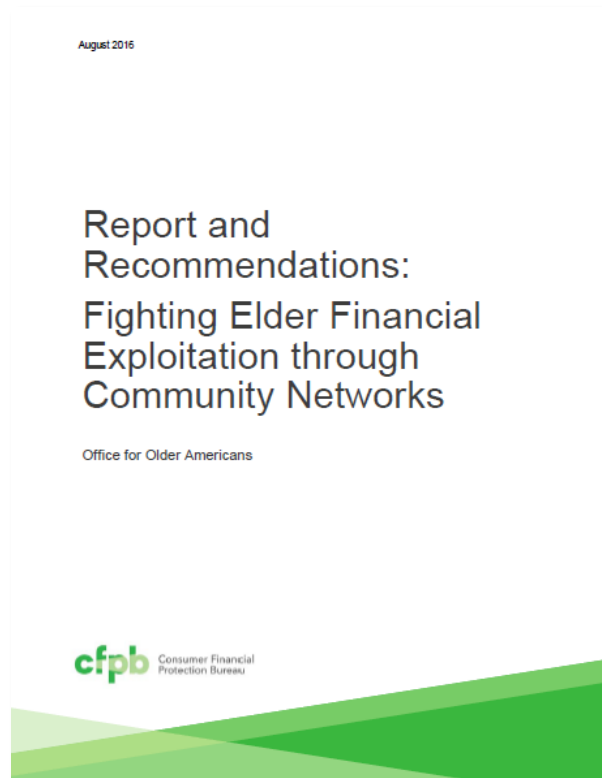
*A sustained, and largely voluntary, collaborative effort or partnership that works to prevent, detect, and/or respond to elder financial exploitation.*



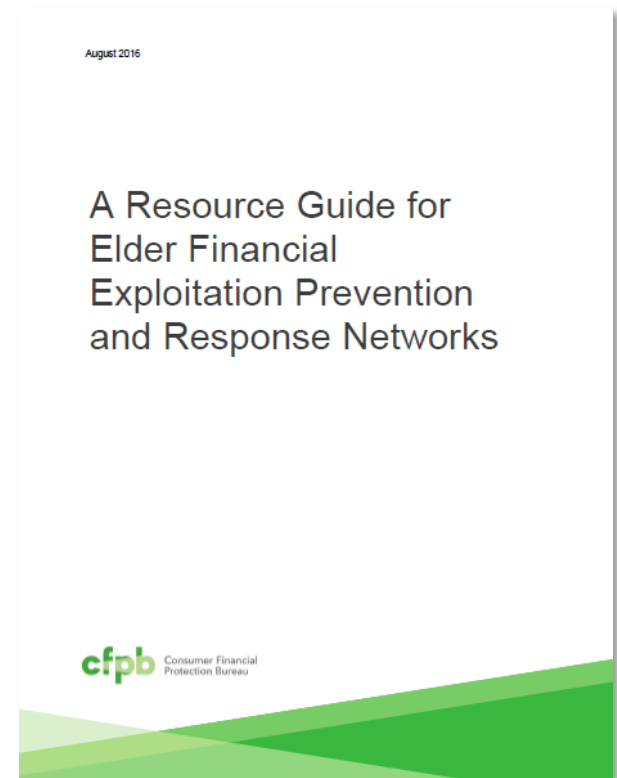
# Networks Research Released on August 23, 2016

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## Report and Recommendations



## Resource Guide





# Network Research – Benefits

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- Improves response to cases of financial exploitation
- Increases reporting of cases
- Enhance members' skills and capacity to address financial exploitation
- Improve coordination, including the use of community resources



# Network Research – Recommendations

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- Develop activities and the capacity to respond to elder financial exploitation
- Engage financial institutions, community-based organizations such as faith organizations and others that serve these communities
- Deliver educational and case review services relevant and appropriate to these populations.



# Expanding Networks across the Nation

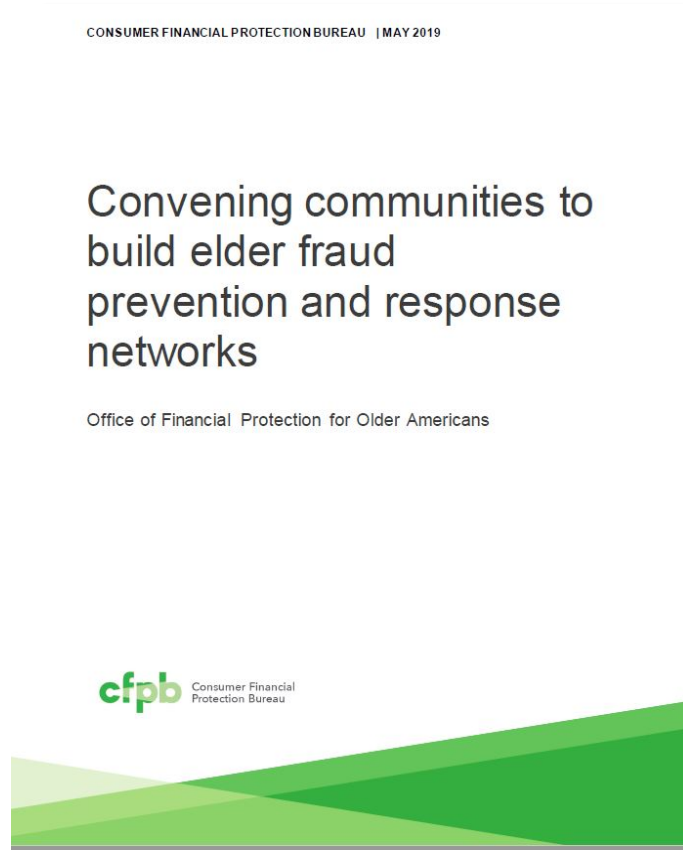
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- In 2017, the Bureau launched a pilot convening program to increase the presence of networks and expand the capacity of existing networks
- OA developed a model for identifying potential networks, coordinating with key stakeholders, facilitating meetings, and garnering support



# EFPRN Convening Report

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- Common activities of networks
- Replicating and expanding networks
- Convening Stakeholders
- Outcomes
- Recommendations





# Network Development Guide



Search | [Submit a Complaint](#)

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- Practitioner Resources ▾**
- Data & Research ▾
- Policy & Compliance ▾
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## Resources to build an elder fraud prevention and response network

Mobilize key stakeholders in your community to prevent, detect, and respond to elder financial abuse.

Elder financial exploitation threatens the financial security of millions of older Americans annually. In response to this crisis, hundreds of communities across the United States have created collaborative networks to protect their older residents.

[Learn more about networks](#)

### CONTACT INFORMATION

Connect with us to build a network

The Office of Financial Protection for Older Americans develops initiatives, tools, and resources to help protect older consumers from financial harm and help older consumers make sound financial decisions as they age. We also work with public and private stakeholders on preventing and responding to elder financial exploitation.

[www.consumerfinance.gov/eldernetworks](http://www.consumerfinance.gov/eldernetworks)





# Why create a Development Guide?

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## Stakeholders:

- Would benefit from detailed instruction
  - To help launch networks in communities where they do not currently exist, especially in those with a large number of older people, and
  - To build capacity and collaboration in existing networks to enhance prevention and respond to elder financial exploitation.
- Are already working full-time jobs and could use ready-made resources to plan, produce and host a retreat
- Need resources and guidance to establish and maintain the network thereafter



# Development Guide Features

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## Plan a retreat

A retreat is an effective way to rally stakeholders and community leaders together to create a collaborative network. Gather a core team of key community members to help you plan logistics and reach out to the wider community.

[See retreat planning resources](#)



## Host a retreat

How you conduct a retreat can set the tone for your network. Here are some suggestions on how to provide opportunities for collaboration and make sure everyone's voice is heard during a retreat.

[Learn how to host a retreat](#)



## Reconvene and establish your network

After holding a retreat, it's important to bring community stakeholders back together to determine next steps toward addressing priorities identified at the retreat.

[Establish your network](#)



## Expand network capabilities

After your network establishes priorities, consider leveraging working groups to reach goals, engage the community, and grow the influence of the network.

[Consider your next steps](#)



Consumer Financial  
Protection Bureau

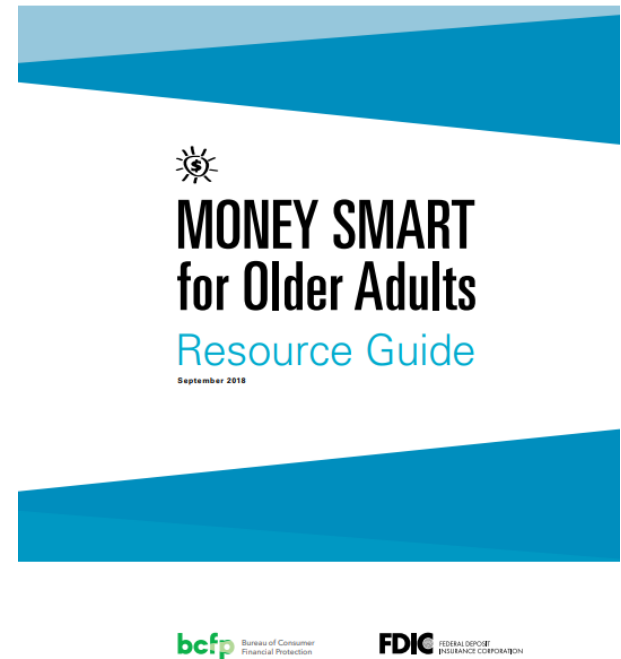


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# Other Resources for Networks

# Money Smart for Older Adults

- Awareness program in collaboration with the FDIC.
- Covers common financial issues facing older adults, including identifying a potential scam and other forms of exploitation
- Instructor Guide and presentation slides  
[FDIC.gov/moneysmart](https://www.fdic.gov/moneysmart)
- Attendee Resource Guide in bulk at no cost  
[Consumerfinance.gov/moneysmart](https://www.consumerfinance.gov/moneysmart)
- Available in English and Spanish





# Protecting Residents: Manual for facilities

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- Helps operators and staff protect residents from financial exploitation through prevention and early intervention
- Helpful to administrators, business office staff, social service personnel, staff involved in admissions
- Also useful in other residential settings
- Supplement manual with information about state laws, regulations, reporting requirements and systems



# Fraud prevention placemats, handouts, and activity sheets

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- Free fraud prevention placemats, handouts, and activity sheets
- Can be used by meal delivery programs, faith-based organizations, financial institutions, or other groups in a variety of ways.
- Companion resources for instructors with tips and information to reinforce the messages.
- Available for the public to download or order in bulk.
- Available in English and Spanish.

**[Consumerfinance.gov/placemats](https://consumerfinance.gov/placemats)**





# CFPB's Office for Older Americans

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**Email us:**

[eldernetworks@cfpb.gov](mailto:eldernetworks@cfpb.gov)

**Find resources and mailing list:**

[consumerfinance.gov/practitioner-resources/resources-for-older-adults/](https://consumerfinance.gov/practitioner-resources/resources-for-older-adults/)