



U.S. Department of  
**JUSTICE**

# Annual Report to Congress on Department of Justice Activities to Combat Elder Fraud and Abuse



October 2024

Civil Division  
*Commercial Litigation Branch*

## MERRICK B. GARLAND

### Attorney General



In this sixth annual Report to Congress, the Department of Justice highlights its efforts to combat elder abuse, neglect, financial exploitation, and fraud from July 1, 2023, to June 30, 2024. During that period, the Department pursued over 300 enforcement actions against more than 700 defendants charged with stealing nearly \$700 million from approximately 225,000 victims, reached millions of Americans to warn them about government impersonation scams, and provided services and assistance to over 230,000 older victims and returned over \$31 million to them.

The Department's achievements were significantly enhanced by effective collaboration with critical partners. We conducted many enforcement actions alongside our federal partners, such as the U.S. Postal Inspection Service, and our state partners, such as the Medicaid Fraud Control Units. The Department also worked with foreign law enforcement organizations to combat transnational fraud schemes; with financial institutions to intercept and freeze potentially fraudulent transfers; and other federal agencies to highlight emerging fraud schemes. The Department also actively supports our state and local partners through training events, like the first Elder Justice Law Enforcement Summit, and through grant programs to enhance the effectiveness of elder justice coalitions and elder abuse multidisciplinary teams. By working together with federal, Tribal, state, and local law enforcement, we can make meaningful progress towards curbing and preventing elder abuse. Because millions of older Americans suffer some form of elder mistreatment each year — and because many more abuses go unreported or unseen — everyone has a role to play in this work.

While I am proud of the Department's achievements this past year, there remains much more to be done. We will continue our pursuit of elder justice in the coming year and will use all our available tools to protect older Americans across the country.



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Pursuant to the Elder Abuse Prevention and Prosecution Act, P.L. 115-70, the Department submits this Annual Report to Congress on its activities to combat elder fraud and abuse from July 1, 2023, through June 30, 2024. The Department’s comprehensive approach to addressing elder justice involves five prongs: Enforcement, Public Awareness, Capacity Building, Victim Support and Recovery, and Research. These prongs comprise the chapters of this report.

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U.S. Department of Justice Acronyms



# FOREWORD

“The Department of Justice is dedicated to combatting all forms of elder fraud, financial exploitation, and abuse. In the past year, the Department has vigorously pursued criminal and civil cases to hold accountable those who abused or exploited older Americans. Working with our federal, Tribal, state, and local law enforcement partners, we disrupted transnational and domestic fraud schemes, held nursing home operators and owners responsible for providing grossly substandard care to their residents, took enforcement actions against over seven hundred fraudsters, and reduced victim losses.

As reflected in this year’s Report, the Department pursues a diverse range of elder fraud and abuse cases.

While much of the Department’s work focuses on transnational fraud schemes targeting older adults through romance, lottery, or government impersonation scams, many of our cases involve perpetrators who exploit close relationships to carry out their schemes. Those perpetrators include family members who deceive their relatives for financial gain, financial advisors who breach their fiduciary duties, or caregivers who betray the trust placed in them by those they are meant to care for. Given the financial, emotional, and physical toll suffered by older victims regardless of how they are victimized, the Department aggressively pursues all forms of fraud and abuse wherever they may arise.

I extend my thanks to the dedicated attorneys, investigators, paralegals, and victim specialists, as well as our law enforcement partners, who are at the forefront of our efforts to protect older Americans from fraud and abuse. Together, we will continue to strive for a future where older Americans can live safely, with dignity, and free from fear and exploitation.”



Lisa O. Monaco  
*Deputy Attorney General*



# INTRODUCTION

“As the contents of this Report demonstrate, the Department of Justice uses every tool at our disposal to ensure the safety and support of older Americans. Our comprehensive efforts focus on both prosecuting those who commit elder abuse and supporting victims to ensure their recovery and safety. This approach has resulted in extensive public outreach and training programs, millions of dollars returned to victims, and many programs, including the National Elder Fraud Hotline, devoted to victim assistance.

The Department has supported elder justice programs that foster collaboration among organizations dedicated to assisting older victims. Notably, the Office for Victims of Crime (OVC) recently funded the first National Center for State and Tribal Elder Justice Coalitions. In the past year, the Center funded eight new elder justice coalitions across the country. These efforts promote statewide coordination and collaboration to address and prevent elder abuse more effectively.

Furthermore, OVC supports multidisciplinary teams (MDTs), which bring together professionals from different sectors — such as law enforcement, healthcare, and adult protective services — to tackle individual cases of elder abuse. The National Elder Abuse MDT Training and Technical Assistance Center, launched in 2019, continues to back these efforts. Since the inception of the program, 29 OVC-funded Enhanced MDTs (E-MDTs) have received funding. These multidisciplinary efforts require effective communication, and initiatives like the IC3 Recovery Asset Team (RAT) have streamlined communications between the FBI and financial institutions, aiding in the recovery of funds transferred under fraudulent pretenses. In just the past year, RAT has saved older Americans over \$27 million, highlighting the impact of coordinated efforts.

Elder justice has been and remains a critical priority for the Department. The Department will continue to support collaborative efforts to protect older Americans from abuse through our enforcement, training, education, outreach, and victim services work.”



**Benjamin C. Mizer**  
*Principal Deputy Associate  
Attorney General*



# 1

## ENFORCEMENT

Prosecutors throughout the Department, and Elder Justice Coordinators in each of the U.S. Attorney’s Offices, do the challenging work of holding hundreds of offenders accountable for the financial, emotional, and physical harms perpetrated against thousands of America’s older adults each year. Through practice, training, and policy, the Department prepares prosecutors to keep pace with the evolving scams, schemes, and fraud committed against older Americans. The Department’s prosecutors also are engaged in raising public awareness in their respective communities, with an eye towards prevention. The Elder Justice Subcommittee of the Attorney General’s Advisory Committee is proud to play a role in the Department’s efforts to promote justice for older Americans. On behalf of the Department’s prosecutors across the country, we stand united in our commitment to elder justice.

*Co-chairs of the Elder Justice Subcommittee of the Attorney General’s Advisory Committee.*



**Jessica D. Aber**  
*U.S. Attorney for the Eastern  
District of Virginia*



**Vanessa Avery**  
*U.S. Attorney for the  
District of Connecticut*

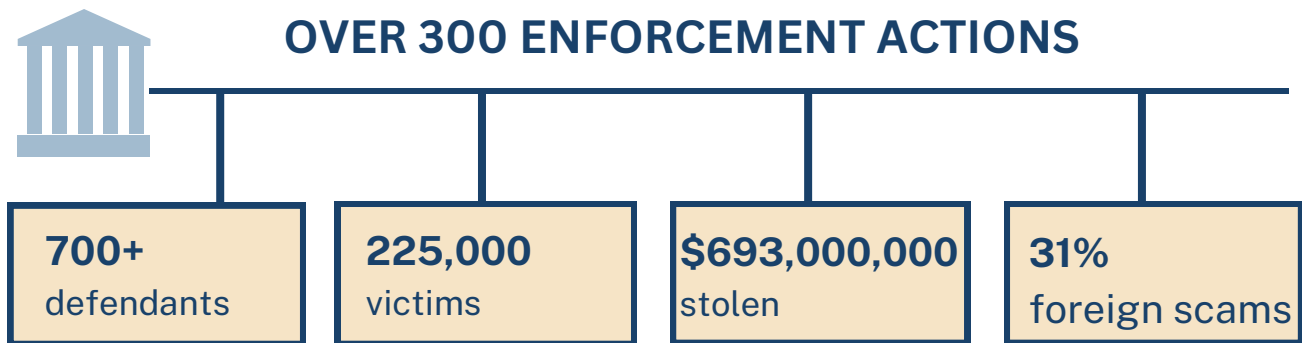


# ENFORCEMENT

## THE DEPARTMENT'S ELDER JUSTICE ENFORCEMENT ACTIONS

Many of the Department's litigating components pursue enforcement actions against misconduct targeting or disproportionately impacting older adults. These include components within the Criminal, Civil, and Civil Rights Divisions, as well as the U.S. Attorneys' Offices nationwide. As required under the Elder Abuse Prevention and Prosecution Act (EAPPA), each U.S. Attorney's Office has an assigned Elder Justice Coordinator (EJC), responsible for pursuing elder fraud cases and coordinating with state and local officials on elder justice matters. During the last reporting period, 84 percent of the U.S. Attorneys' Offices engaged in some form of elder justice enforcement. A complete listing of the Department's elder justice enforcement actions can be found at [Appendix A](#) [1]. For information on these cases, please visit the [Elder Justice Initiative Press Room](#).

During the reporting period of July 1, 2023, to June 30, 2024, the Department pursued over **300 criminal and civil enforcement actions** involving conduct that targeted or disproportionately affected older adults. Approximately 98% of the cases were criminal in nature and 31% involved international schemes. These cases named over **700 defendants charged with stealing or alleged to have stolen nearly \$700 million from over 225,000 victims.**



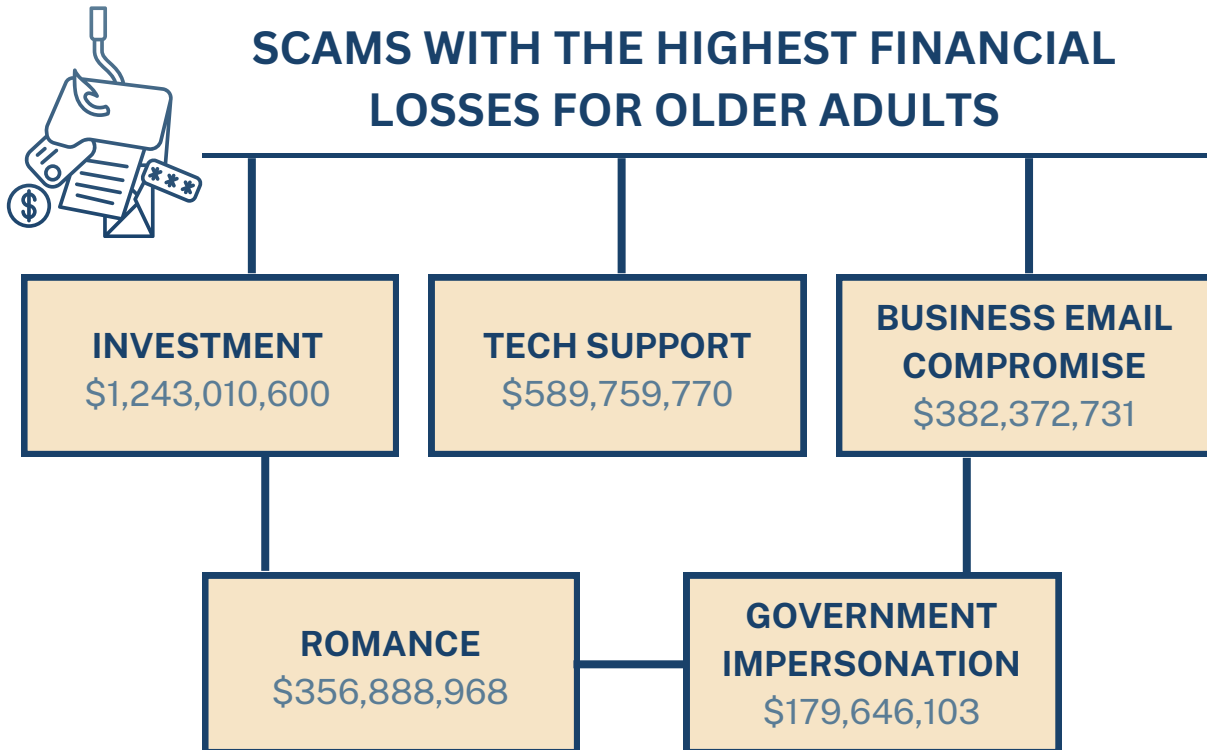
[1] In addition to the cases detailed in Appendix A, the Department is pursuing other matters not included in this report due to their procedural status (e.g., they are filed under seal). Some of the cases included in this report involve criminal charges that are still pending, and the defendants are presumed innocent unless and until proven guilty beyond a reasonable doubt in a court of law.



# ENFORCEMENT

## TYPES OF ELDER FRAUD AFFECTING OLDER ADULTS

The Department<sup>[2]</sup> has pursued over 30 different types of elder fraud schemes. Below are the types of scams with the highest reported loss amounts for older adults according to the [FBI IC3's Elder Fraud Report 2023](#) and where to learn more about each type of scam.



[Visit FTC's Recognizing Scams Page](#)

[2] Based on four sources of fraud data: FBI IC3 [Elder Fraud Report 2023](#), [2023 EAPPA Report](#), [2022 EAPPA Report](#), and the National Elder Fraud Hotline.





# ENFORCEMENT

## CASE SPOTLIGHT



### Cryptocurrency Scams

The U.S. Attorney’s Office for the District of New Hampshire secured a conviction resulting in a sentence of 96 months in prison for a man who laundered over ten million dollars in proceeds from romance scams and other internet frauds that largely targeted older adults by exchanging U.S. dollars for bitcoin. The court also ordered the defendant to pay more than \$3.5 million in restitution to 29 victims and fined him \$40,000. The defendant was convicted of conspiring to commit money laundering after a 10-day jury trial. Exhibits and records introduced during the trial showed that by failing to register his business with the Financial Crimes Enforcement Network as required by law, disabling “know your customer” features on his bitcoin kiosks, and ensuring that bitcoin customers did not tell him what they did with their bitcoin, he created a business that catered to fraudsters. He made more than a million dollars by charging high fees. The defendant and his co-conspirators opened and operated accounts at financial institutions in the names of various churches including the Shire Free Church, the Church of the Invisible Hand, the Crypto Church of New Hampshire, and the NH Peace Church. He instructed bitcoin customers, who were often victims of scams perpetrated by co-conspirators, to lie to the financial institutions and describe their deposits as church donations. In addition to laundering fraud proceeds, from 2016 to 2019, the defendant paid no taxes and concealed his income from the Internal Revenue Service.

Learn how to avoid [cryptocurrency scams](#)



### Grandparent Scams

The Consumer Protection Branch (CPB) and the U.S. Attorney’s Office for the District of New Jersey obtained an indictment charging sixteen individuals with a scheme to defraud older Americans of millions of dollars through a “grandparent scam.” Eleven individuals from the Dominican Republic and five individuals from the U.S. were charged. The indictment alleges that the defendants and co-conspirators falsely claimed that the victims’ relatives were incarcerated for a traffic accident or other situation and needed money for their release. Participants impersonated defense attorneys, police officers, or court personnel and convinced older victims to send money. Five of the defendants have been extradited from the Dominican Republic.

Learn how to avoid [Grandparent Scams](#)



# ENFORCEMENT



## Tech Support Scams

The U.S. Attorney's Office for the Southern District of Texas secured a guilty plea resulting in a sentence for each of the five defendants participating in a technical support scheme targeting older adults. The Fort Bend County Sheriff's Office notified the Federal Bureau of Investigation (FBI) about an elder technical support fraud scheme involving the mailing of cash to Federal Express (FedEx) locations in the Southern District of Texas. The technical support scheme occurred when the fraudsters tricked primarily older victims into giving them remote access to the victims' computers and bank accounts under the guise of providing tech support. One version of the scheme involved victims being told later that they received an overpayment on a refund and that they needed to mail the money back in the form of cash or prepaid gift cards. During the investigation, approximately 200 mostly older victims were identified by tracing them through bank, FedEx and UPS records. The defendants avoided capture for at least a year by moving frequently to different states and using fake international driver's licenses to pick up the packages of cash. The defendants were identified and captured when FedEx and UPS provided the names being used on the fake international driver's licenses in the Houston area, and the FBI, assisted by the U.S. Postal Inspection Service and IRS-Criminal Investigation, surveilled FedEx and UPS stores to intercept the individuals picking up packages.

Learn how to avoid [Tech Support Scams](#)



## Psychic Fraud Scams

The Civil Division's Consumer Protection Branch secured a conviction resulting in a sentence of ten years in prison for a Canadian man who perpetrated a massive psychic mass-mailing fraud scheme that stole more than \$175 million from more than 1.3 million U.S. victims. The defendant operated a mass-mailing fraud scheme from 1994 through 2014, sending letters to millions of U.S. consumers, many of whom were older and vulnerable. The letters purported to be personal communications from well-known "psychics" and promised that the recipient had the opportunity to achieve great wealth and happiness with their assistance in exchange for payment of a fee. The victim was bombarded with more offers once a payment was made.

Learn how to avoid [a scam](#)



# ENFORCEMENT



## Inheritance Fraud

The Consumer Protection Branch successfully prosecuted six Nigerian nationals extradited from Spain and the United Kingdom for an inheritance fraud scheme targeting older victims. The defendants were each sentenced to between 82 months to 128 months in prison. The defendants sent personalized letters to older adults in the United States, falsely claiming that the sender was a representative of a bank in Spain and that the recipient was entitled to receive a multimillion-dollar inheritance. The victims were told that before they could receive their purported inheritance they were required to send money for delivery fees and taxes. More than 400 victims lost over \$6 million to the scheme.

Learn how to avoid [Inheritance Scams](#)



## Mail Fraud Schemes

The Consumer Protection Branch, with the U.S. Attorney's Office for the District of Colorado, successfully prosecuted a former senior executive and sales manager of Epsilon Data Management, LLC, for selling data on millions of consumers to perpetrators of mail fraud schemes. The conspirators sold the names and addresses of millions of U.S. consumers to perpetrators of schemes engaged in fraud, knowing that their fraudster clients were targeting older and vulnerable people. In addition to the prosecution of these corporate executives, the Department prosecuted the company and, as part of a massive victim compensation effort, returned \$122 million to more than 200,000 victims of the fraud schemes.

Protect your [Personal Information](#)



# ENFORCEMENT

## THE DEPARTMENT'S COLLABORATIVE ENFORCEMENT EFFORTS

Collaboration is fundamental to the Department's work. Whether working with local, state, federal, Tribal, or international partners, these collaborative relationships amplify and strengthen the Department's ability to pursue elder justice.

### ***Department and Law Enforcement Partners Complete Sixth Money Mule Initiative***

As part of this year's [Money Mule Initiative](#), an annual, multi-week effort aimed at identifying and prosecuting facilitators of transnational fraud schemes, federal agencies took action regarding more than 3,000 "so called 'money mules'", people who, at someone else's direction, receive and move money obtained from victims of fraud. These actions ranged from criminal prosecution to warning letters intended to advise those who may have been unknowingly recruited by fraudsters. The initiative also involved outreach and awareness efforts to educate the public about how fraudsters use money and how to avoid unknowingly assisting in fraud schemes by receiving and transferring money. Prosecutors brought criminal charges against more than 20 individuals for knowingly receiving and forwarding victim funds or otherwise laundering fraud proceeds. This year's initiative, announced on May 10, was coordinated by the CPB, FBI, and the U.S. Postal Inspection Service, with contributions from four additional federal agencies. Learn more about [Money Mules](#) and how to avoid unintentionally becoming a money mule.

### ***What Is A Money Mule?***

*Money mules are people who, at someone else's direction, receive and move money obtained from victims of fraud. This activity is a form of money laundering and is illegal. Some money mules know that they have been recruited to assist criminal activity. Knowingly moving money for illegal activities can lead to serious consequences — including criminal charges. Other money mules, however, move money at someone else's direction, not knowing that their activity benefits fraudsters. These individuals, even if they don't realize it, enable fraudsters to harm others.*



# ENFORCEMENT

## ***The Department's Work with Foreign Law Enforcement Counterparts***

The Department is doing more than ever to work with foreign law enforcement counterparts to counter the threat posed by foreign elder fraud schemes. Department officials met with foreign law enforcement on a number of occasions to strategize and cooperate on matters involving foreign call centers and other organized crime groups targeting older Americans. For example, the Department met with law enforcement from Ghana and Togo in September 2023 and Jamaica in February 2024 to collaborate on addressing foreign-based fraud schemes.



Meeting to advance the Consumer Protection Branch's West Africa Consumer Fraud Initiative in Ghana.



Assistant Deputy Attorney General Mike Ben' Ary provides overview on firearms trafficking at Security Seminar in Kingston, Jamaica.



In March 2024, officials attended a Global Fraud Summit to work with law enforcement from numerous countries around the world to coordinate efforts against common transnational threats. The meeting was attended by 200 representatives of international law enforcement organizations, foreign regulatory agencies, and the public and private sectors.

U.S. Delegation at the Global Fraud Summit, London, England.

In addition to collaboration on specific investigations, the work that foreign law enforcement has performed to apprehend individuals wanted by the Department for their participation in elder fraud schemes has been critical to U.S. government efforts to root out these schemes. During the year, the Department prosecuted defendants who had been extradited from the Dominican Republic, Jamaica, Peru, Spain, and the United Kingdom. These prosecutions would not have been possible without efforts by foreign law enforcement to find, arrest, and perform the time-consuming work involved in the extradition process.



# ENFORCEMENT

## NATIONAL NURSING HOME INITIATIVE

The Department's National Nursing Home Initiative coordinates and enhances the civil, criminal, and civil rights efforts to pursue nursing homes that provide grossly substandard care to their residents. This Initiative is focused on some of the worst quality nursing homes and their owners, operators, and affiliates around the country. The Department considers a number of factors in identifying problematic nursing homes. For example, the Department typically identifies nursing homes that consistently:

- fail to provide adequate numbers of nursing staff or staff at the necessary skill level to care for their residents,
- fail to adhere to basic clinical nursing protocols,
- fail to provide their residents with enough food to eat to avoid becoming emaciated and weak, or
- inappropriately use physical or chemical restraints to restrain or otherwise sedate their residents.

The National Nursing Home Initiative, coordinated by the Elder Justice Initiative in conjunction with the 94 U.S. Attorneys' Offices around the country, reflects the Department's larger commitment to ensuring proper care for our nation's older adults. The Department has engaged in significant outreach and coordination with our federal partners at the Department of Health and Human Services' Office of Inspector General, the Centers for Medicare and Medicaid Services (CMS), the Regional CMS offices, the Department of Housing and Urban Development (HUD), and the Federal Emergency Management Agency (FEMA) to identify nursing homes that have significant quality issues and should be investigated. Further, the National Nursing Home Initiative has provided training to and coordinated with the state Medicaid Fraud Control Units (MFCUs) and other local partners to ensure that we are working together to identify appropriate nursing homes and coordinate investigative efforts.

As a result of these measures, the Department has brought enforcement actions against many nursing home chains and providers that committed fraud, provided medically unnecessary services, and/or failed to care for their residents as required by regulation.



# ENFORCEMENT

## CASE SPOTLIGHT



On December 18, 2023, after deliberating for two days, a federal jury found companies operating two Pittsburgh-area nursing homes, Comprehensive Healthcare Management Services, LLC, d/b/a Brighton Rehabilitation and Wellness Center (Brighton) and Mt. Lebanon Operations, LLC, d/b/a Mount Lebanon Rehabilitation and Wellness Center (Mt. Lebanon), guilty of making false statements in connection with the payment of health care benefits and for the purpose of obstructing an investigation within the jurisdiction of CMS. Brighton was convicted of six counts and Mt. Lebanon was convicted of four counts. Evidence presented at trial established that Brighton and Mt. Lebanon falsified staffing information provided to the Pennsylvania Department of Health and CMS to purport to show that the facilities were in compliance with the conditions of participation in Medicare and Medicaid when they were not. This scheme was designed to allow them to evade penalties that the government regulators could have imposed. Sentencing is scheduled for December 2024. The case was investigated by agents from the FBI, HHS, IRS, and the Pennsylvania Office of the Attorney General and is being prosecuted by the U.S. Attorney's Office for the Western District of Pennsylvania.



On September 7, 2023, the Department's Civil Rights Division concluded an investigation into whether New Jersey subjected residents of two veterans' homes to conditions that violate the 14th Amendment of the U.S. Constitution. The Department found reasonable cause to believe the residents of the New Jersey Veterans Memorial Homes at Menlo Park and Paramus faced unreasonable harm due to inadequate infection control practices and inadequate medical care. The New Jersey Department of Military and Veterans Affairs operates the homes, which provide long-term nursing care to veterans and their families. The inadequate infection control practices and inadequate medical care at the homes were compounded by a lack of effective management and oversight. Such deficiencies exposed residents to uncontrolled, serious infections. The result was that these veterans' homes suffered among the highest number of resident deaths of all similarly-sized facilities in the region. The investigation was conducted under the Civil Rights of Institutionalized Persons Act (CRIPA), which authorizes the Department to act to address a pattern or practice of deprivation of constitutional rights of individuals confined to state or local government-run residential institutions.



# ENFORCEMENT

“The Department of Justice will continue to bring to justice those nursing facilities, nursing facility owners and operators, and affiliated entities who defraud the Medicare and Medicaid programs, by providing grossly substandard care to their residents, failing to adequately staff their facilities to meet their residents’ needs, or failing to follow appropriate clinical protocols. Resident care needs, and not profit-maximizing incentives, should drive clinical decision-making in our long-term care facilities - which are the homes for many of our nation’s most vulnerable individuals.”



**Susan Carney Lynch**  
*Senior Counsel for Elder Justice  
Civil Division*

## **Critical Need to Report Nursing Home Abuse and Where to Report**

Over the past year, the Department’s National Nursing Home Initiative has redoubled its efforts to work with key partners in identifying and reporting abuse in our nation’s nursing homes. The Department has worked closely with states’ Medicaid Fraud Control Units, State Long-term Care Ombudsmen, Adult Protective Services, and others including county Emergency Medical Services around the country.

If a resident, family member, or nursing home staff member sees elder abuse and neglect occurring in a nursing home they should report that abuse to:

- The Department of Health and Human Services Nursing Home Hotline:  
**1-800-447-8477**
- Your State **Medicaid Fraud Control Unit**
- **Adult Protective Services**
- Your State **Long-Term Care Ombudsman**

If we all work together to report abuse, we will stem the tide of elder abuse occurring in nursing homes across this nation.





# ENFORCEMENT

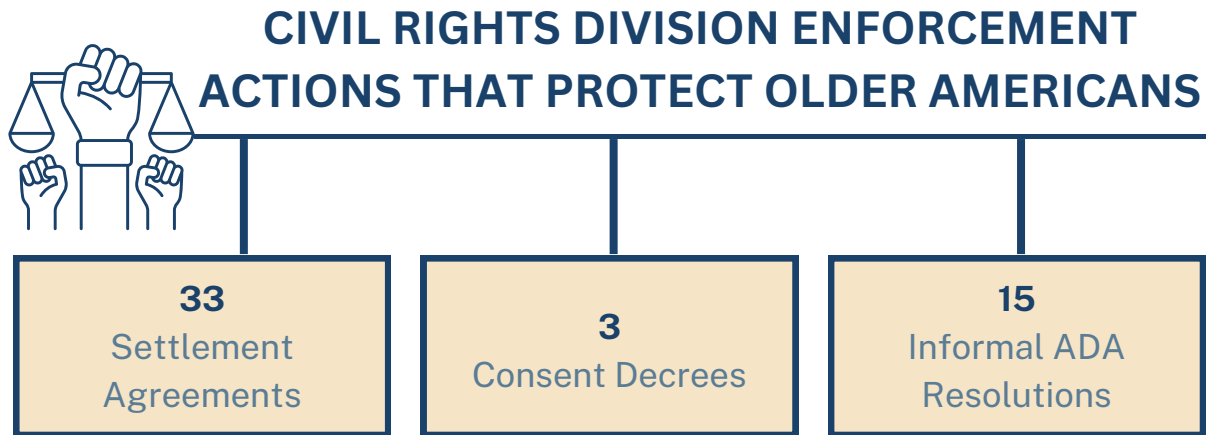
## CIVIL RIGHTS ENFORCEMENT

### **Civil Rights Division**

The Civil Rights Division (CRT) contributes to the advancement of elder justice through its enforcement of the Americans with Disabilities Act of 1990 (ADA) and CRIPA. According to the U.S. Census Bureau’s American Community Survey, 33 percent of people aged 65 and older reported having some type of disability in 2022. CRT works to protect the rights of older Americans with disabilities by, for example, ensuring that counties, cities, towns, and villages comply with the ADA and eliminate physical and communication barriers that prevent people with disabilities from participating fully in community life. CRT works to ensure the accessibility of a broad range of public facilities, from libraries and parks to courthouses and polling places, in localities in all 50 states, as well as Puerto Rico and the District of Columbia. Recently, for example, on April 18, 2024, the Department entered into a settlement agreement under the ADA with the City of Virginia Beach, Virginia, a jurisdiction that has one of the highest concentrations of veterans in the country, many with service-connected disabilities. Under the agreement, the City will ensure its facilities, curb ramps, websites, and emergency management procedures are accessible, that it provides effective communication in its programs, and that it trains City staff about the requirements of the ADA. CRT also works to ensure that people with disabilities, including older Americans, are not unnecessarily institutionalized, in accordance with the ADA’s requirement that public entities administer their services, programs, and activities in the most integrated settings appropriate to the needs of individuals with disabilities.



# ENFORCEMENT



## CASE SPOTLIGHT

As a recent example of CRT’s work protecting individuals with disabilities, including older Americans, on June 17, 2024, the Department entered into settlement agreements with four Texas counties to resolve the Department’s findings that the counties violated the ADA by maintaining election websites that discriminated against individuals with vision or manual disabilities. Discriminatory barriers on election websites, like the websites of these four counties, can prevent people with disabilities, including older Americans, from exercising voting rights. Under the settlement agreements, the counties agreed to make all future and existing online election content accessible to people with disabilities, and, among other things, to hire an independent auditor to evaluate the accessibility of their election websites’ content and adopt new policies and training for relevant personnel.



# 2

## PUBLIC AWARENESS

“Raising public awareness is an essential part of the Department’s efforts to combat and reduce elder abuse, neglect, financial exploitation and fraud. With so much elder abuse hidden from the public eye, it is imperative that we arm our communities with the information and red flags they need to identify and recognize potential abuse when they see it. Likewise, given that fraudsters can reach older Americans from anywhere in the world through the mail, the phone, the internet and social media, elder fraud cannot be stopped through prosecutions alone. Rather, we must empower older adults and their families with the tools and information to avoid elder fraud schemes in the first place. While the Department is committed to holding fraudsters to account, the best approach is preventing elder abuse or fraud.”



**Andy Mao**  
*National Elder Justice Coordinator  
Deputy Director, Civil Fraud Section*



# PUBLIC AWARENESS

**JUNE 15, 2024: WORLD ELDER ABUSE AWARENESS DAY**

## ***Elder Justice Coordinating Council Commemorates 10 Years of Service***



Attorney General Garland delivers remarks in the Great Hall.

Guests gathered in the Great Hall of the Department of Justice to celebrate the 10th anniversary of the Elder Justice Coordinating Council (EJCC). Established in 2014 under the Elder Justice Act of 2010, the EJCC convenes semi-annually to discuss and coordinate federal elder justice efforts. In commemoration of World Elder Abuse Awareness Day (WEAAD) 2024, the EJCC highlighted its efforts and accomplishments over the last decade.

Introduced by Alison Barkoff, Acting Assistant Secretary for Aging and Administrator of the Administration for Community Living (ACL), Attorney General Garland provided opening remarks. The event also involved a fireside chat with three federal leaders who initially established the EJCC. The recorded celebration is available for [public viewing](#).



# PUBLIC AWARENESS

## ***Inter-federal Public Awareness Campaign to Stop Government Imposter Scams***

To commemorate WEAAD, over a dozen federal agencies collaborated on a public outreach campaign designed to raise awareness of government imposter scams. The [2024 Government Imposter Scam Flyer](#) was disseminated by each of the partner agencies through print, social, and digital media to their respective constituents, reaching over **140 MILLION AMERICANS**.

### ***How to Avoid Government Imposter Scams***

Know that federal agencies will **never**:

- **E-mail, text, or message you on social media** demanding money or personal information;
- **Ask you to pay using non-traditional forms of payment.** Do not wire money or use gift cards, cryptocurrency, or a payment app to pay someone who says they are with the government.

**Do not give your financial or personal information** to someone who says they are with the government.

**Do not trust your caller ID.** Let the caller leave a message.

**Do not click on links** in unexpected emails, texts, or social media messages.

### **Protect Yourself from Government Imposter Scams**

Lookout for scam calls, texts, emails, websites, messages on social media, and letters in the mail.

### **Four Signs that it's a Scam**

- PRETEND** to represent a government agency.
- Say there is a **PROBLEM** or **PRIZE**.
- PRESSURE** you to act immediately.
- Tell you to **PAY** in a specific way.



### **Tips to Avoid a Scam**

- Pause and take a breath.
- Hang up or ignore the message.
- Learn about the latest scams.

**Knowledge is power. Warn others.**  
**Visit: [consumer.FTC.gov/imposters](https://consumer.ftc.gov/imposters)**



If you or someone you know has been a victim of a scam, call the [National Elder Fraud Hotline](#) at **833-FRAUD-11**.



# PUBLIC AWARENESS

## HOW GOVERNMENT IMPOSTER SCAMS WORK

Scammers contact potential victims by **pretending** to be employees or representatives of federal agencies, such as the Internal Revenue Service, the Social Security Administration, or the Department of Veterans Affairs. Scammers may contact you in many ways, including mailing, calling, texting, emailing or through social media. They may use caller ID to make it appear they are calling from a government number, such as a 202-area code (for Washington, D.C.).

Scammers will give a reason why you need to immediately send money or give them your personal information. They may tell you that you have won a **prize**, or there is a serious **problem** with your account or benefits, or that you are a suspect in a crime.

They may say that if you do not pay or give them your personal information, something bad will happen or that you will miss out on some government benefit. Scammers will **pressure** you to act immediately.

Then you will be told the way to fix this problem is to **pay** money or move your money to a “safe” account the scammer provides you.

## ***U.S. Attorneys’ Offices Commemorate 2024 WEAAD***

U.S. Attorney’s Offices throughout the United States commemorated WEAAD. In 2024, 30 districts (EDWA, NDOH, EDCA, WDLA, DCO, SDOH, DSD, MDNC, WDNC, DKS, CDCA, DNH, EDLA, MDAL, NDNY, DME, DVT, DCT, EDNC, EDVA, SDCA, DMA, SDFL, NDGA, DNJ, DRI, DND, DAK, DHI, DMT) engaged in one or more WEAAD activities, including releasing a YouTube PSA and social media posts on X, LinkedIn, Instagram, and Facebook, designed to raise awareness of fraud and abuse committed against America’s older adults. [Appendix B](#) contains links to each U.S. Attorney’s Office’s WEAAD activities.



# PUBLIC AWARENESS

## **Washington D.C. Mayor’s WEAAD Senior Symposium – June 25, 2024**

For WEAAD, local, state, and federal governments gathered at the Ballou Senior High School in Southeast, Washington, D.C., for a day of panel discussions to share information with over 1500 older adults in D.C. on how to combat scams and abuse. Officials from the Department, including the U.S. Attorney’s Office for the District of Columbia, joined the D.C. Mayor’s Office, Municipal Police Department, Health and Human Services, and Medicaid Fraud Control Unit, to address a number of topics with D.C.’s older adults who were engaged and empowered to avoid scams and abuse.



Panel discussion on elder justice, including DOJ’s Susan Lynch (seated on the far right).



Over 1500 attendees at the D.C. Mayor’s WEAAD Senior Symposium.

Topics included: the most common scams targeting older adults in the D.C. community; proactive measures older adults can take to protect themselves from becoming victims of scams and fraud; warning signs or red flags that older adults should be aware of to identify potential scams; educational resources or programs that the local, state, and federal participants offer to help older adults recognize and avoid scams; advice for older adults to stay safe online and protect their personal information; common signs and symptoms that might indicate a person is being abused; and preventive measures that can be taken to protect older adults from abuse.



# PUBLIC AWARENESS

## HOW SCAMS WORK

Each year, millions of older Americans become victims to some type of financial fraud or internet scheme, such as romance scams, tech support fraud, or lottery or sweepstakes scams. Criminals gain their targets' trust or use tactics of intimidation and threats to take advantage of their victims. Once successful, scammers are likely to continue their efforts because of the prospect of significant financial gain.

## KNOW THE 4 PS TO HOW SCAMS WORK

Scams come in many varieties, but they all work the same way. The 4 Ps of fraud are:



Scammers **pretend** to be from an agency or organization you know to gain your trust.



Scammers say there is a **problem** or a **prize**.



Scammers **pressure** you to act immediately.



Scammers tell you to **pay** in a specific way.

## REPORTING TO IC3

The FBI's Internet Crime Complaint Center (IC3) receives and tracks thousands of complaints daily, reported by victims of fraud, their family members, and law enforcement officers.

This reporting is key to identifying, investigating, and holding those responsible accountable for their actions.

[File a Complaint.](#)





# PUBLIC AWARENESS

## PUBLIC OUTREACH EVENTS

### ***Older Adult Justice Summit in Prince George’s County, MD***

The U.S. Attorney’s Office for the District of Maryland, in coordination with the Juanita C. Grant Foundation, hosted an Older Adult Justice Summit on May 15, 2024, at the Prince George’s County Ballroom in North Englewood, Maryland.

The summit featured U.S. Attorney Erek Barron, as well as Andy Mao, the Department’s National Elder Justice Coordinator, and presenters from the Consumer Financial Protection Bureau Office for Older Americans, the Prince George’s County Family Justice Center, federal law enforcement officers, and the Prince George’s County Police Department, among others.



USA Erek Barron (DMD) welcomes participants at the Summit on Elder Abuse, Traumatic Impact of Scams, and Residual Health Repercussions.

The summit focused on the intersection of elder abuse, the traumatic impact of scams, and residual health repercussions. The summit also explored the Department’s multi-faceted approach to the issues and problems that older victims face, strategies for community involvement and action, and prosecuting cases of older adult abuse, neglect, and financial exploitation. More than one hundred participants from state and local law

enforcement, community groups, health care providers, and professionals serving older adults were in attendance.



National Elder Justice Coordinator, Andy Mao, gives opening remarks describing the contributions of the Department’s Elder Justice Initiative, including federally funded research involving issues facing older adults and training to local law enforcement.



# PUBLIC AWARENESS

## ***First SAFE GUARD (Scam Awareness and Fraud Education – Generating Understanding And Resilience through Dialogue) Forum***

On June 27, 2024, U.S. Attorney Ismail Ramsey of the Northern District of California convened a statewide summit in San Francisco, CA, focusing on elder financial abuse, with U.S. Attorneys Martin Estrada of the Central District of California, Tara McGrath of the Southern District of California, and Philip Talbert of the Eastern District of California. This event highlighted transnational frauds and schemes, as the start of an ongoing statewide effort known as the SAFE GUARD Forum – an acronym for **S**cam **A**wareness and **F**raud **E**ducation – **G**enerating **U**nderstanding **A**nd **R**esilience through **D**ialogue.



USA Ismail Ramsey (NDCA) speaking with Commissioner Hewlett of the CA Department of Financial Protection and Innovation, USAs Phil Talbert (EDCA), Martin Estrada (CDCA), Tara McGrath (SDCA), and SACs Robert Tripp (FBI SF) and Shawn Bradstreet (USSS SF).

According to data from the FBI IC3 reporting system for cyber-based crimes, from April 2021 to May 2024, Californians overall lost an estimated \$6 billion, while Californians 60 and older lost an estimated \$2 billion. The event focused on the size and scope of the problem; criminal, civil, and regulatory enforcement efforts; prevention; and the recovery of assets, as well as partnerships with the private sector and non-profit organizations. Neuropsychologist Dr. Natalie Ebner, a featured speaker, explained why older adults are most vulnerable to deception and particular fraud schemes.

The event was co-sponsored by the California Governor’s Office through the California Department of Financial Protection and the Office of the California Attorney General. It included California-based FBI Special Agents in Charge, senior leadership for the FBI, U.S. Secret Service, U.S. Postal Inspection Service, and Homeland Security, as well as the Regional Directors of the Federal Trade Commission and Securities and Exchange Commission, the elected District Attorneys from the seven Bay Area counties, and AARP’s Executive Director for California. Meta, Google, Match, and Coinbase participated in a panel on the potential misuse of their platforms, how best to partner with law enforcement, and how to safeguard against these scams.



# PUBLIC AWARENESS

## ***FBI's Community Outreach and Public Awareness***

In support of the Department's elder justice efforts, the FBI conducted various forms of community outreach to raise public awareness of elder fraud and abuse and provided training, resources, and tools to adults of all age demographics. The FBI provided elder fraud presentations to a multitude of audiences including academia, adult protective services agencies, financial institutions, medical providers, religious organizations, and news and media outlets. A complete listing of the FBI's training and outreach efforts can be found in [Appendix B](#).

**FBI Headquarters.** On October 3, 2023, a representative from the FBI's Financial Crimes Section was interviewed for a segment on CBS Evening News titled FBI Warns of Phantom Hacker Scam Targeting Seniors. The FBI provided information related to the proliferation of tech support scams and warned that older adults are being disproportionately targeted and victimized by scammers due to having larger bank account balances and retirement savings. The CBS segment reached approximately 9.3 million viewers.



**FBI Albany.** On February 13, 2024, a Supervisory Special Agent in FBI Albany was interviewed by ABC News 10 for a segment titled FBI Warns Against Romance Scams Near Valentine's Day. The FBI advised romance scams are primarily initiated through dating apps, which are then used by the perpetrators to try to gain the confidence of lonely or vulnerable individuals to exploit them for money. The segment reached approximately 1.3 million viewers.



# PUBLIC AWARENESS

**FBI Denver.** On April 17, 2024, FBI Denver participated in a live televised event on elder financial fraud titled Stay Ahead of Scammers, hosted by the AARP Fraud Watch Network. The hour-long event was televised by the Rural Media Group, Inc., on RFD-TV, targeting an audience of approximately 575,000 rural Americans. During the episode, AARP/RFD-TV received 130 telephone calls from viewers asking questions directed to the FBI.

**FBI Sacramento.** On April 22, 2024, a Supervisory Special Agent in FBI Sacramento was interviewed by CBS Sacramento News Channel 13 for a feature segment titled Anything for Love: Inside the Romance Scam Epidemic. The feature highlighted techniques utilized by threat actors to target and groom potential victims, which included artificial intelligence (AI) and the use of cryptocurrency as a payment method. The FBI warned that adults of all demographics were susceptible to becoming a victim of imposter and confidence scams. The segment reached approximately 1.8 million viewers of CBS News Channel 13.

**FBI Pittsburgh.** On April 29, 2024, FBI Pittsburgh and members of the Highmark Financial Investigations and Provider Review team conducted a press conference on the release of a YouTube video titled Protect Against Financial Fraud. The FBI and Highmark spoke about their partnership in producing the video, and the importance of protecting older adults from financial fraud. Several local news outlets were present during the press conference and broadcasted the event on the nightly news, for example, Stopping Scammers from Targeting Seniors. The press conference reached an audience of approximately 864,000 viewers.



# PUBLIC AWARENESS

**FBI Baltimore.** On August 12, 2024, the FBI Baltimore office, the Montgomery County Police Department, and the Maryland State Attorney’s Office participated in a joint press conference to issue a warning regarding a widespread gold bar scam targeting older adults across the region. Millions of dollars, including in many cases victim’s life-savings, have been lost as a result of the scam. The FBI advised that the scam typically begins with pop-up ads or phone calls where suspects pose as federal agents and instruct victims to convert their assets into gold bars for “safekeeping” by the U.S. Department of Treasury. Speakers at the press conference reminded older adults to remain vigilant and avoid answering calls from unknown numbers or clicking on pop-up ads on their computers. Several news outlets were present during the press conference and the broadcasts reached an audience of approximately 56 million viewers.



# 3

## CAPACITY BUILDING

“I have been in law enforcement for over 38 years and have witnessed the evolution and increasing prevalence of elder abuse in our country. I now have the unique privilege of serving as the Director of The Office of Community Oriented Policing Services (COPS Office), and through our grants, training and technical assistance, and resources and publications, I firmly support our agency’s elder justice efforts. Throughout my career, and into this position, I have been a staunch advocate for partnerships and collaboration and nowhere is this approach more important than in advancing elder justice. I am committed to ensuring our nation’s law enforcement is prepared to meet the unique challenges associated with elder abuse.”



**Hugh T. Clements, Jr.**  
Director  
COPS Office



# CAPACITY BUILDING

## TRAINING

### *Training Law Enforcement Officers at the Elder Justice Summit*



The Department’s Elder Justice Initiative, in cooperation with the COPS Office and the Office of Justice Programs’ Office for Victims of Crime (OVC), hosted the first National Elder Justice Law Enforcement Summit in Washington, D.C., on February 7 – 8, 2024. The Summit was designed to accelerate the tremendous progress that the law enforcement community has made in detecting and responding to elder abuse over the past decade.



Benjamin C. Mizer  
Then Acting Associate  
Attorney General

The Summit kicked off with remarks provided by then Acting Associate Attorney General Benjamin C. Mizer, followed by the COPS Office Director Hugh T. Clements, Jr., speaking before an audience of 250 in attendance and hundreds more online. Law enforcement from every state in the country convened to share best practices, available resources, and training to identify and address elder abuse, neglect, financial exploitation, and fraud.



Hugh T. Clements, Jr.  
Director, COPS Office

Set in the U.S. Securities and Exchange Commission auditorium, the audience included representatives from the Chiefs of Police Associations, POST (Peace Officer Standards and Training) boards and organizations, sheriffs, state and local investigators, and Medicaid Fraud Control Unit investigators. The remaining 150 attendees were representatives from some of the Department’s elder justice grant programs, namely our Enhanced Elder Abuse Multidisciplinary Teams and our State and Tribal Elder Justice Coalition programs, national law enforcement organizations, FBI, and federal partners.



# CAPACITY BUILDING



Attendees of the first National Elder Justice Law Enforcement Summit, held in Washington, DC.

Over the two-day Summit, elder justice subject matter experts, paired with law enforcement trainers, presented on cutting edge topics and tools in the elder justice space, and responded to questions from the audience. Topics included understanding how dementia impacts an elder abuse investigation; the benefit of using the Elder Abuse Guide for Law Enforcement (EAGLE) during an investigation; how to overcome challenges associated with investigating

financial exploitation; the ways in which trauma impacts older victims and the importance of connecting older victims with services; and the unique challenge of investigating abuse and neglect committed against nursing home residents.

On Day 2, attendees were given the opportunity to participate in a listening session, where they provided suggestions for needed tools or registered complaints. This was followed by a panel of representatives from four federal agencies with elder fraud programming who demonstrated how their resources benefit law enforcement, and then a panel discussing how the Department addresses elder fraud as well as the importance of state/federal partnerships. Day 2 culminated in a mock case review powerfully demonstrating the investigative benefits of law enforcement’s participation on elder abuse multidisciplinary teams.



Detective Cherie Hill, Anaheim Police Department, addressing the audience of law enforcement officers.

Summit materials are available on the Department’s [Elder Justice Website’s Summit webpage](#).





# CAPACITY BUILDING

## **Training for Law Enforcement on Responding to Victims of Transnational Elder Fraud**

With funding from OVC, the National White Collar Crime Center (NW3C), in partnership with the International Association of Chiefs of Police (IACP), developed an in-person course that provides attendees with information they need to collaboratively assist older victims of fraud committed in multiple jurisdictions by phone or Internet. This course offers background information on transnational fraud and tips for identifying and interviewing older victims through a trauma-informed lens. It highlights resources that should be provided to victims, along with resources for law enforcement, including agencies that can offer multidisciplinary support to investigations.

During this reporting period, eight trainings were conducted for over 190 attendees. Additionally, seven technical assistance requests were completed for over 300 participants. A supplemental self-paced [online training course](#) is currently available nationwide. The NW3C and IACP continue to conduct outreach for the trainings, and to increase registration limits to accommodate additional attendees, as needed.



## **Elder Abuse Guide for Law Enforcement (EAGLE)**

The [Elder Abuse Guide for Law Enforcement](#), EAGLE, is an online tool designed to support officers in quickly identifying, intervening, and resolving elder abuse situations. The EAGLE was developed with input and user testing by law enforcement. In the reporting period, the EAGLE website has been accessed in every state in the nation and by 14,649 site users with 87,359 page views.



# CAPACITY BUILDING

## **Training for Law Enforcement Using the EAGLE**

Trainers from the [National Center on Elder Abuse](#) provided EAGLE training to 450 law enforcement officers at conferences, local trainings, and webinars. Based on the EAGLE, NW3C developed the first IADLEST-certified elder abuse [EAGLE Online Training](#). In the reporting period, 275 law enforcement officers completed the EAGLE online training course.

**450**

Law Enforcement Officers received the **live** EAGLE training

**275**

Law Enforcement Officers completed the EAGLE **online** training

## **Elder Abuse 101 Course Materials for Law Enforcement Trainers**

The [EAGLE Tactical Training](#) gives law enforcement trainers the tools they need (through PowerPoint slides and a trainer’s manual) to provide an Elder Abuse 101 training to law enforcement officers, adaptable to any state.



## **Sharing Elder Justice Resources with State and Local Law Enforcement**

In furtherance of one of the Department’s [Agency Priority Goals](#), to fight elder fraud, abuse, and exploitation<sup>[3]</sup>, since January 2023 the Department’s Elder Justice Initiative has reached out to Chiefs of Police Associations and POST (Peace Officer Standards and Training) boards throughout the country to bring awareness of the Department’s elder justice law enforcement training and resources (see the [Law Enforcement webpage](#) on the Elder Justice website) and to encourage the dissemination of those resources to members of their organizations. In the coming year, the Elder Justice Initiative will continue its outreach efforts to Chiefs of Police Associations and POSTs.

[3] The relevant Agency Priority Goal, Strategy 4: Fight Elder Fraud, Abuse, and Exploitation, is discussed in the Department’s FYs 2022-2026 Strategic Plan on p. 35



# CAPACITY BUILDING

## ***Forensic Interviewing Skills Training for Law Enforcement and Other Elder Justice Professionals***

The Elder Justice Initiative supported the development of SAFE (Safe Accessible Forensic Interviewing with Elders) Training. Developed to meet the growing need for victim-centered interview techniques for use with older adults in criminal contexts, SAFE is grounded in forensic interviewing best practices with considerations and adaptations to account for age-related changes in cognition, underlying neuropathology (e.g., dementia), individual disability, language capacity and limited English proficiency issues, and cultural background. SAFE training was provided by Modell Consulting Group to law enforcement and their partners in 14 communities (IN, KS, KY, KY, MN, MT, ND, NJ, NV, OK, OR, UT, WA, WI) across the country.



SAFE Training provided in Oklahoma City, OK.

The 1-Day, 2-Day, and 4-Day SAFE Training materials are available on the Elder Justice Initiative Website's [SAFE Training](#) page. Materials include the PowerPoint, an instructor manual, and the participant manual. For inquiries about the training, contact the Elder Justice Initiative at [elder.justice@usdoj.gov](mailto:elder.justice@usdoj.gov).



# CAPACITY BUILDING

## *Training on Prosecuting Elder Abuse*



Held on September 19 through 21, 2023, in New Orleans, LA, the Office on Violence Against Women (OVW) supported a three-day training on the prosecution of elder abuse. The 56 National Institute on the Prosecution of Elder Abuse (NIPEA) prosecutors in attendance received training on the dynamics of elder abuse as well as practical skills to successfully prosecute these cases. The NIPEA training explored the complex issues faced by prosecutors — balancing offender accountability with the impact of criminal prosecution on victims.

In addition to case evaluation and litigation skills, the curriculum examined the benefits of developing a coordinated, victim-centered community response; explained common injuries and relevant medical evidence, and provided guidance on the use of medical experts; explored ethical issues confronted by prosecutors; and addressed the development and improvement of culturally specific victim services, including for victims with limited English proficiency. This event was co-hosted by OVW, the National Clearinghouse on Abuse in Later Life (NCALL), and Aquitas.

For more information on NIPEA and upcoming trainings, visit the [NIPEA webpage](#).



NIPEA Training, New Orleans, LA.



# CAPACITY BUILDING

## *Training for Judges and Judicial Officers on Elder Abuse Cases*



Trainers for the Enhancing Judicial Skills in Abuse in Later Life Workshop, Tyson, VA.

On April 7 through 10, 2024, in Tyson, VA, a four-day, hands-on, highly interactive workshop was held to help state and Tribal court judges and judicial officers enhance their understanding of the key issues implicated in cases involving elder abuse, neglect, and financial exploitation. The training was provided by the National Judicial Institute on Domestic Violence (NJIDV), Futures Without Violence, the National Council of Juvenile and Family Court Judges, and OVW.



# CAPACITY BUILDING

## MULTIDISCIPLINARY COLLABORATIVE EFFORTS DESIGNED TO BUILD CAPACITY

Collaborative efforts are critical to leveraging limited resources and producing better outcomes for professionals and those they assist. Elder justice collaborations come in many forms, including state-level elder justice coalitions, coordinated community response teams, and elder abuse multidisciplinary teams. The Department's support of these various collaborations is described below. A complete listing of the Department's training and outreach efforts can be found in [Appendix B](#).

### ***Elder Justice Coalitions***

Elder justice coalitions comprise members representing law enforcement, adult protective services, victim services, and many other elder justice professional organizations. Coalitions do not provide direct services, but rather are focused on facilitating the work of elder justice professionals through methods such as information sharing; identifying service gaps; updating members about new services, resources, and legislation; advocating for needed change; and providing trainings.

In FY 2022, OVC awarded \$3.7 million to Lifespan of Greater Rochester to establish the first-ever [National Center for State and Tribal Elder Justice Coalitions](#) designed to assist with building broad-based, multidisciplinary coalitions to identify and address elder justice issues specific to their state and Tribal communities. The Center supports the development of new state and Tribal coalitions that will collaborate with federal agencies to coordinate elder justice work. The Center also offers ongoing training and technical assistance to new and existing coalitions and serves as a clearinghouse for resources and information concerning elder justice issues, programs, and advocacy. In the spring of 2023, the Center issued a request for proposals to create new or enhanced elder justice coalitions. [Eight coalitions](#) were selected from the pool of applicants:

- California Elder Justice Coalition
- Colorado Older Adults Financial Justice Coalition
- Maine Elder Justice Coalition
- Coalition for Justice for Elder and Disabled Adults
- Rhode Island Coalition for Elder Justice
- Texas Elder Justice Coalition
- The Web Tribal Coalition
- Wisconsin Elder Justice Coalition



# CAPACITY BUILDING

## **Coordinated Community Response Teams**

Coordinated community response teams are designed to create an infrastructure that will facilitate greater coordination among agencies and organizations that work with older victims. They do so by focusing on improving the policies, procedures, and practices of various agencies while working to create a seamless response when elder abuse occurs.

In April 2024, OVW released the Fiscal Year 2024 [solicitation](#) for the *Training and Services to End Abuse in Later Life Program (Abuse in Later Life Program)*. This grant program supports a comprehensive approach to addressing abuse in later life, including domestic violence, dating violence, sexual assault, stalking, neglect, abandonment, economic abuse, or willful harm committed against victims who are 50 years of age or older (see the [grantee map](#)). Grantees bring together a wide array of elder justice professionals, including law enforcement, prosecutors, judges and others, who participate in a multi-day training on coordinating the systems involved in an elder justice response. For more information about the program, visit [NCALL](#).

## **Office on Violence Against Women**

*The Office on Violence Against Women (OVW) develops curricula, publications, and multimedia presentations on identifying, prosecuting, adjudicating, and addressing elder abuse, neglect, and financial exploitation and fraud. It also provides training and technical assistance to help improve the response of the law-enforcement and other elder justice professionals' response to victims of abuse in later life, including domestic violence, sexual assault, dating violence, and stalking. OVW partners with NCALL, Futures Without Violence, and the National Council of Juvenile and Family Court Judges to develop trainings to enhance victim safety and offender accountability.*



# CAPACITY BUILDING

## ***Elder Abuse Multidisciplinary Teams***

Elder abuse multidisciplinary teams (MDTs) typically work directly with victims. MDTs are composed of members with varied but complementary experience, qualifications, and skills (e.g., adult protective services, law enforcement, physicians, and psychologists) who come together to investigate cases of elder abuse and provide support for older victims. These teams often triage incoming elder abuse allegations, making sure that older victims receive the services they require to advance their recovery and well-being, while shepherding them through the criminal justice system when necessary. There are myriad variations of elder abuse MDTs, including Financial Abuse Specialist Teams (FASTs) that focus on investigating elder financial exploitation, and enhanced-MDTs (E-MDTs), which integrate forensic accountants and professionals who can perform decision-making capacity assessments. The Department supports and promotes the use and expansion of elder abuse MDTs. The Department's elder abuse MDT efforts are described below.

**OVC-Funded E-MDTs and Technical Assistance.** In FY 2020, OVC funded the development of the National Elder Abuse MDT Training and Technical Assistance Center (National Center) by Weill Cornell Medical and its partners to strengthen the capacity of OVC-funded E-MDTs to better identify and respond to cases of abuse and more comprehensively serve and support victims of elder abuse and financial exploitation. The National Center provides critical insights that allow E-MDTs to strengthen their case review process, address emerging needs, and improve outcomes for older victims and elder justice professionals. The National Center received an additional award in FY 2023 for \$750,000.

In October 2023, OVC funded an additional 6 E-MDTs under the *OVC FY 2023 Transforming America's Response to Elder Abuse: Enhanced Multidisciplinary Teams (E-MDTs) for Older Victims of Abuse and Financial Exploitation and T&TA solicitation* (see Appendix C for details), joining 23 existing OVC-funded E-MDTs.



National  
Elder Abuse  
MDT Training  
and Technical  
Assistance  
Center

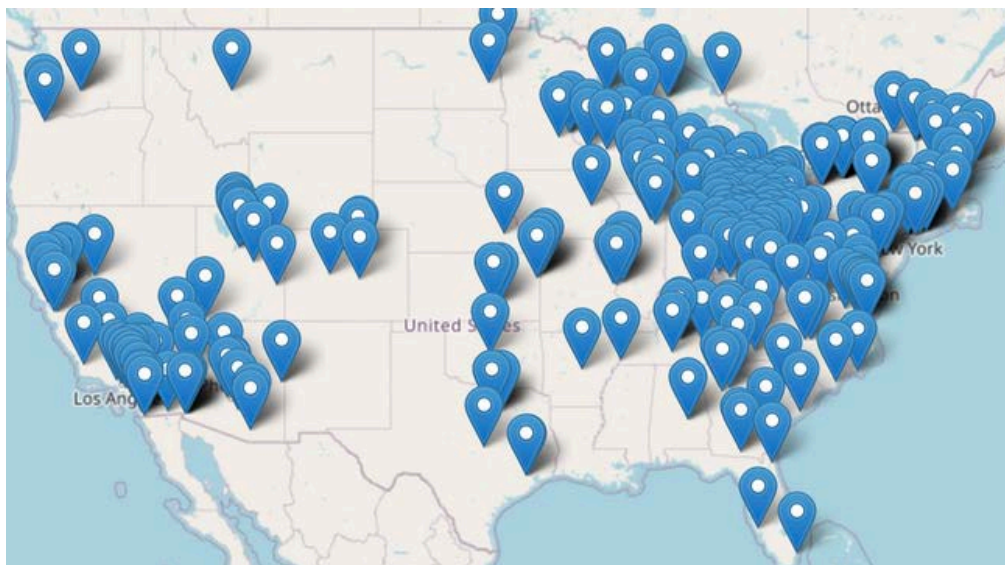




# CAPACITY BUILDING

**Multidisciplinary Team Technical Assistance Center.** The Elder Justice Initiative’s Elder Abuse Multidisciplinary Team Technical Assistance Center (MDT TAC) is a national resource for elder abuse MDTs. The MDT TAC offers coordinator and team training, technical assistance, consultations, and access to resources and educational materials (see Appendix B for details). In October 2020, the MDT TAC launched the Elder Justice Network Locator Map, a tool designed to spotlight over 300 elder justice teams across the country and promote collaboration by making it easier to find and connect with these teams. The MDT TAC also moderates the MDT Peer Support Community, created to help MDTs support and learn from one another. This community features a moderated listserv, a document library for resource sharing, and direct messaging for members.

New this year is a collaborative effort between the MDT TAC and Lifespan of Greater Rochester to establish a Peer Leadership Group for MDT Coordinators whose OVC-funded grants will be ending, and consequently, will no longer have access to the National Center’s technical assistance. The Peer Support Group serves as a resource for MDT Coordinators, providing support and technical assistance while also expanding membership in and increasing engagement with the MDT Peer Support Community.



# CAPACITY BUILDING

## LOOKING FORWARD

### ***National Elder Abuse Multidisciplinary Team Summit***

In spring 2025, the Elder Justice Initiative, in collaboration with OVC, will host the first National Elder Abuse Multidisciplinary Team Summit. The goal of the Summit is to advance the elder abuse MDT field beyond coordination among agencies and organizations that respond to elder abuse toward the adoption of practices that contribute to increasing access to justice for older Americans. Adoption of these practices promotes engagement, provides older victims with a better experience while they are interacting with these agencies and organizations, and contributes to their recovery and well-being long after exiting the system. For updated information, visit the [National Elder Abuse Multidisciplinary Team Summit](#) webpage.

### ***Prosecutor's Guide***

The Elder Justice Initiative is forming a network of prosecutors across the country who focus on the support of victims of abuse as well as the prosecution of perpetrators. This effort includes surveying and convening prosecutors to discuss challenges and effective practices in elder abuse cases. Additionally, with input from experienced prosecutors nationwide, the Elder Justice Initiative is creating a comprehensive guide to aid in the prosecution of elder abuse cases and ensure justice for victims.

### ***Decision-Making Capacity Training for Prosecutors***

The diminished decision-making capacity of some older adults can impact criminal cases in which they are victims or witnesses, and yet many prosecutors are unfamiliar with the concept. The Elder Justice Initiative is supporting the National District Attorneys Association (NDAA) to develop decision-making capacity training for prosecutors. NDAA will be convening over 25 prosecutors to engage in a listening session, and based on that information, develop a curriculum for prosecutors, which is anticipated to be released in 2025.

### ***Additional SAFE Training to Communities Across the Nation***

The SAFE Training described earlier has been so successful that, in FY 2025, the Elder Justice Initiative will sponsor an additional 24 SAFE Trainings to communities across the nation.



# 4

## VICTIM SUPPORT AND RECOVERY

“We know that every year, millions of older adults experience some form of abuse or fraud. These crimes would be traumatic for anyone but can have devastating consequences for older individuals. The Office for Victims of Crime administers the Crime Victims Fund made up of fines and penalties from Federal criminal cases, not taxpayer dollars. With this funding, we’ve created grant programs, training, technical assistance, and other tools for those serving victims of elder abuse and fraud across the country. Among these efforts are the National Elder Fraud Hotline, multidisciplinary teams, the first ever National Center for State and Tribal Elder Justice Coalitions, and a program through which legal fellows provide direct legal services to older individuals. We are grateful to be able to support the dedicated law enforcement officials, prosecutors, and victim service providers, who keep vulnerable older Americans safe from harm, and respond when they are not.”



**Kristina Rose**  
*Director*  
*Office for Victims of Crime*



# VICTIM SUPPORT AND RECOVERY

## NATIONAL ELDER FRAUD HOTLINE

The Department launched the National Elder Fraud Hotline on March 3, 2020. The hotline, funded by OVC, is a critical resource for older adults who may be victims of financial fraud. The hotline is staffed with experienced case managers who provide personalized support to assist callers in reporting suspected fraud to the relevant agencies and offer resources and referrals to other appropriate services as needed. If requested by the caller, case managers will also assist callers in submitting a complaint form to the FBI IC3 for Internet-facilitated crimes, or the Federal Trade Commission (FTC), when applicable.

For this reporting period, the hotline received 50,831 calls, of which 30,718 were received during operating hours, and 28,312 of which reached hotline staff. Another 8,591 voicemail messages were received, and hotline staff made 6,321 outbound calls to return voicemails or follow up with callers. Hotline staff submitted or assisted callers with 4,125 complaint forms, which reported fraud to the FTC and FBI's IC3.

### IMPORTANCE OF REPORTING

When Americans report instances of fraud to the FTC, whether attempted or completed, FTC analysts can use that information to 1) identify hotspots and direct targeted outreach to those areas, 2) recognize trends in scam methods and prepare responses for those trends, and 3) uncover new scams and disseminate public outreach materials around those scams.

Reporting is critical, whether you are a victim who lost money, or a victim who almost lost money.

The National Elder Fraud Hotline can help you make a report to the FTC's online reporting portal: **833-FRAUD-11**.

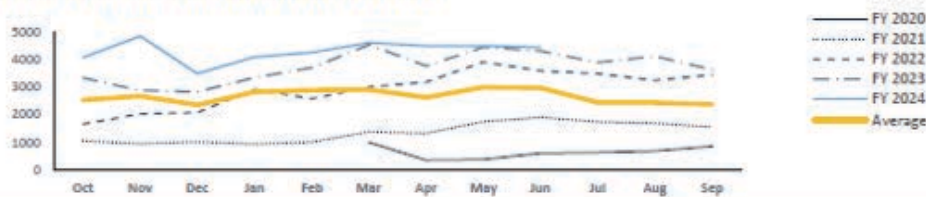


# VICTIM SUPPORT AND RECOVERY

## Hotline Statistics from 2020 to 2024



Total Number of Calls per Month



**Average Daily Call Volume**  
**88 calls**

**8,025** Internet Crime Complaint Center (IC3) forms  
**3,141** Federal Trade Commission (FTC) forms  
**41,104** Referrals for assistance made



# VICTIM SUPPORT AND RECOVERY

## VICTIM ASSET RECOVERY

### *Criminal Division’s Money Laundering and Asset Recovery Section (MLARS)*

**Department Actions Result in the Return of Hundreds of Millions of Dollars to Fraud Victims.** After an investigation pursued by MLARS's Bank Integrity Unit and the U.S. Attorney’s Office for the Middle District of Pennsylvania, the Department returned over **\$39.6 million** in forfeited funds to approximately **25,000 victims** in the second phase of the Western Union remission. The victims, many of whom are older adults, will recover the full amount of their losses through this Department compensation program.[4]

**MLARS Uses Asset Forfeiture to Compensate Older Victims.** MLARS has coordinated significant victim recoveries. In addition to large-scale forfeiture and remission matters, **in the past year**, MLARS has returned more than **\$4.1 million** in forfeited funds to victims of a variety of financial crimes and scams specifically targeting older adults, including government imposter schemes, romance scams, and investment fraud.

[4] Western Union originally entered into a deferred prosecution agreement with the Department in 2017 for violations of the Bank Secrecy Act and aiding and abetting fraud schemes that generally targeted older adults and other vulnerable groups. These fraudulent schemes included grandparent, lottery, sweepstakes, and romance scams. In the first distribution of the Western Union remission (a process whereby, in a civil or criminal forfeiture proceeding, the Department solicits, considers, and rules on petitions for payment), the Department used more than \$365 million in forfeited funds to compensate over 148,000 victims for the full amount of their losses.

### **What is Asset Forfeiture?**

*The Department’s Asset Forfeiture Program plays a critical role in disrupting and dismantling illegal enterprises, depriving criminals of the proceeds of illegal activity, deterring crime, and restoring property to victims. The Attorney General’s Guidelines on the Asset Forfeiture Program state that one of the primary goals of the program is to “recover assets that may be used to compensate victims,” and “[w]henever possible, prosecutors should use asset forfeiture to recover assets to return to victims of crime...”[5] Since 2000, the government has transferred more than \$12 billion in forfeited funds to victims.*

[5] Department of Justice, *Attorney General’s Guidelines on the Asset Forfeiture Program, Parts II, V.D* (2018).



# VICTIM SUPPORT AND RECOVERY

## FBI IC3 Recovery Asset Team

The FBI established the IC3 Recovery Asset Team in February 2018 to streamline communication with financial institutions and assist FBI field offices with freezing funds for victims who had made transfers from their accounts to other domestic accounts under fraudulent pretenses. This process is called the Financial Fraud Kill Chain. The Recovery Asset Team functions as a liaison between law enforcement and financial institutions as they conduct statistical and investigative analyses. In 2023, 51% of fraud losses were frozen.



## LEARN MORE

[Domestic Financial Fraud Kill Chain \(D-FFKC\) Process](#)

[International Kill Chain Process](#)

**INTERNET CRIME COMPLAINT CENTER (IC3)**  
FBI - Cyber Division

**Domestic Financial Fraud Kill Chain (D-FFKC) Process**

The Internet Crime Complaint Center's Recovery Asset Team (RAT) was established in February 2018 to streamline communication with financial institutions and assist FBI field offices with the freezing of funds for victims who made transfers to domestic accounts under fraudulent pretenses. The RAT functions as a liaison between law enforcement and financial institutions supporting statistical and investigative analysis.

**RAT COMPLAINT PROCESS**

Victim → IC3 Database → IC3 Analyst → Financial Institution → FBI Field Office

**Success to Date:**  
01/01/2023 to 12/31/2023  
Incidents: 3,008  
Losses: \$758,052,433  
Frozen: \$538,394,998  
Recovery Rate: 71%

**Goals of RAT-Financial Institution Partnership**

- Assist in the identification of potentially fraudulent accounts across the sector.
- Remain at the forefront of emerging trends among financial fraud schemes.
- Foster a symbiotic relationship in which information is appropriately shared.

**Guidance for Victims**  
Contact the originating Financial Institution as soon as fraud is recognized to request a recall or reversal as well as a Hold Harmless Letter or Letter of Indemnity.

- File a detailed complaint with [www.ic3.gov](http://www.ic3.gov). It is vital the complaint contain all required data in provided fields, including banking information.
- Visit [www.ic3.gov](http://www.ic3.gov) for updated PSAs regarding BEC trends as well as other fraud schemes targeting specific populations (real estate, pre-paid cards, W-2, etc.).
- Never make any payment changes without verifying with the intended recipient; verify email addresses are accurate when checking mail on a cell phone or other mobile device.

**INTERNET CRIME COMPLAINT CENTER (IC3)**  
FBI - Cyber Division

**INTERNATIONAL KILL CHAIN PROCESS**

The International Financial Fraud Kill Chain (IFFKC) is a partnership between federal law enforcement and financial entities whose purpose is to freeze fraudulent funds wired by victims. International FFKC requests are coordinated through the Financial Crimes Enforcement Network (FinCEN) Rapid Response Team (RRT) and law enforcement entities. Victims are urged to file a complaint with IC3.gov as soon as the fraud is discovered.

**U.S. Kill Chain Model**  
All victims are encouraged to file with IC3

Victim → IC3 Database → FBI Triage → FBI Field Offices → FINCEN Rapid Response Team / FBI LEGAT Offices → International Financial Intelligence Unit

**RRT REQUIREMENTS**

- ALL records from the victim/victim bank
- A completed FFKC form (provided by FinCEN) containing victim information, recipient information, bank names, account numbers, location, SWIFT, and any additional information such as "For Further Credit"



# VICTIM SUPPORT AND RECOVERY

## OFFICE FOR VICTIMS OF CRIME (OVC)

### ***Victims of Crime Act (VOCA) Formula Grant Program***

The OVC Victims of Crime Act (VOCA) formula grant program provides funding to State Administering Agencies (SAAs) for crime victim compensation and victim assistance programs. The SAAs distribute VOCA victim assistance funding to subgrantee organizations across the country that address the emotional, advocacy, and financial needs of victims of crime. Victim compensation funding is used to reimburse victims for services received in the aftermath of the crime, such as medical services, counseling, transportation, funeral and burial costs, and time lost from work. Through these programs, OVC hopes to improve case outcomes and hold more offenders accountable, while minimizing additional trauma and restoring safety and security to older victims of crime.

#### **Victim Assistance Programming**

Between July 2023 and March 2024, 4,602 VOCA victim assistance subgrantee organizations provided services ranging from individual advocacy, crisis intervention, and therapy to civil legal assistance, transportation, and emergency shelter to 211,156 new victims aged 60 and older.

#### **Victim Compensation Programming**

Between July 2023 and March 2024, there were 9,758 individuals aged 60 and older who applied for crime victim compensation benefits. In addition, VOCA-funded organizations paid 782 compensation claims related to elder abuse or neglect. [6]

[6] OVC grantees submit quarterly performance measures and therefore the reporting period for OVC ended in March 2024.





# VICTIM SUPPORT AND RECOVERY

Additional victim assistance highlights during the reporting period include:

- The allocation of \$79 million by VOCA-funded victim assistance organizations to specifically serve victims of elder abuse
- Services for elder abuse or neglect provided to on average 18,463 older adults

## ***Transforming America’s Response to Elder Abuse: Mobilizing Attorneys for Older Victims of Abuse & Financial Exploitation***

Since 2020, a cooperative agreement between OVC and Equal Justice Works has enabled 22 Elder Justice Fellows at 16 legal aid organizations across the country to provide holistic legal services in-person or virtually to older victims of crime, particularly in rural areas. In addition to providing direct services, the Fellows have helped to educate other attorneys and allied professionals about the needs of older victims, and to enable them to provide a coordinated multidisciplinary response, so that they can obtain justice for their clients and help restore their dignity, safety, and financial well-being.

An Equal Justice Works February 2024 [\*\*blog post\*\*](#) reported the following results during the program:



# VICTIM SUPPORT AND RECOVERY

## ***Enhancing Services for Older Victims of Abuse and Financial Exploitation***

In FY 2020, OVC awarded nearly \$6 million to 12 organizations under a three-year program to support communities in providing services to older victims of abuse and exploitation using trauma-informed approaches that protect the safety and confidentiality of victims. Funded programs include supporting an Elder MDT Leadership Team; expanding legal services; improving the outreach and engagement of programs to better serve older African American victims of abuse and financial exploitation; enhancing existing community-based services in lower-income housing communities (for older victims who may be reluctant to use or access existing services); improving case management and civil legal assistance for victims of elder abuse in Tribal communities; and expanding the efforts of the Senior Abuse Financial Exploitation Intervention and Prevention Service programs. From July 2023 through June 2024, 12 grantees assisted:



**974 OLDER CLIENTS  
(473 NEW CLIENTS)**

### **TYPES OF ABUSE**

37% Elder abuse/neglect  
18% Domestic violence  
11% Identity theft/fraud/  
financial crimes

### **TYPES OF SERVICES**

801 Individual advocacy  
452 Referrals to other  
services, support, resources  
401 Other legal advice  
and/or counsel



# VICTIM SUPPORT AND RECOVERY

## FEDERAL VICTIM ASSISTANCE SPECIALISTS

### ***The Executive Office for United States Attorneys' Victim Assistance Program***

*The Executive Office for United States Attorneys' Victim Assistance Program ensures that federal victims' rights under the Crime Victims' Rights Act (CVRA), 18 U.S.C. § 3771, are being met, and that services are being provided to them under the Victims' Rights and Restitution Act (VRRRA), 34 U.S.C. § 20141. Each of the 94 U.S. Attorneys' Offices has a Victim Witness (VW) Unit that is managed by a Victim Witness Coordinator (VWC) or Program Manager and, in some offices, supplemented by additional VW professionals, including advocates, assistants, and victim assistance specialists. VW professionals come from diverse backgrounds, including federal, state, local, and Tribal victim service fields, and have experience in helping a variety of victims, including older adults.*

## CASE SPOTLIGHT

### ***Elder Fraud Victim Assistance Provided by the U.S. Attorney's Office for the District of Rhode Island***

The U.S. Attorney's Office for the District of Rhode Island prosecuted the defendant for defrauding five older victims as part of an elaborate romance scheme. The defendant obtained access to the victims' bank accounts and credit cards, and she conned the victims into sending her funds directly through the U.S. mail, pilfering almost \$80,000 from one 96-year-old victim. In the course of investigating the fraud of this victim, four additional victims were discovered. The defendant pleaded guilty to wire fraud and was sentenced to 36 months in prison. The Victim Assistance Specialist (VAS) worked closely with law enforcement, particularly the U.S. Postal Inspection Service, in order to facilitate a smooth transition of support and accommodate the victims' vulnerabilities. This included meeting the 96-year-old victim at their home and ensuring that the victim had family support during these meetings. The VAS supported the needs of the other victims, who lived further away, by arranging remote video conferences with the prosecution team, and assisted all victims with their submissions of victim impact statements in a format that was responsive to their needs, in furtherance of their rights under the CVRA.



# 5

## RESEARCH

“The population of older adults has continued to expand, making it vital that we continue to produce evidence-based knowledge to combat elder abuse, neglect, and financial exploitation. Research focused on elder justice is crucial to inform the decision-making of the criminal justice community. Understanding the prevalence, risk factors, and consequences of elder abuse, neglect, and financial exploitation enables the Department to develop and guide more effective policies, services, and support to protect older adults. The National Institute of Justice is committed to providing the community with the knowledge and tools necessary to promote safety and advance justice.”



**Nancy La Vigne**  
*Director*  
*National Institute of Justice*



# RESEARCH

## FEDERAL ELDER JUSTICE GRANTS

### ***NIJ Invests Nearly \$1.5 million in Elder Justice Research***

Following the [NIJ FY24 Research on the Abuse, Neglect, and Financial Exploitation of Older Adults](#)

solicitation, NIJ is investing nearly \$1.5 million in support of the [Elder Abuse Survivor Equity \(EASE\) Study](#). The five-year project aims to collect information about a diverse population of older adults – including representative samples of racial and ethnic groups, sexual and gender minority populations, and geographically diverse populations – to assess and evaluate their exposure to elder abuse and victimization, including in-person and technology-facilitated abuse. [Appendix C](#) contains a list of all elder justice grants.



### ***Two NIJ Elder Justice Grants Completed***

Two NIJ grants recently closed and the grantees submitted their final reports. One report investigates the Adult Protective Services (APS) feedback loop, and the other evaluates a mass marketing fraud intervention. A summary of each report is provided below, along with a link to each full report.

#### ***Pathways to Safety: An Examination of Federal and State-Level Barriers and Facilitators to Elder Abuse Reporting and Response*** (August 2023)

When people report elder abuse to APS, they may not be apprised of the progress or outcomes of the case due to confidentiality policies and other factors. This research was designed to facilitate improved communication between APS and reporters of elder abuse. Three themes emerged that affect whether, when, and how APS information is shared with reporters:

1. the risks and benefits APS perceives of providing information,
2. the reporter type and relationship to the client, and
3. progression along the report-response pathway.

Based on this information, the grantee developed a decision-making model for APS providing feedback to reporters. Strategies for APS communication with reporters involve outlining the various points in the process where clients and APS are most likely to benefit from the provision of feedback to reporters, and the appropriate type of feedback (procedural, substantive, or both) that is most effective in these contexts.



# RESEARCH

## Mass Marketing Elder Fraud Intervention (December 2023)

With the high rate of elder fraud, this study sought to understand repeat fraud victimization and to develop an intervention using mail messaging to reduce the incidence of mass marketing elder fraud. The study found that nearly 62% of all victims in the sample paid money in response to multiple mail scam solicitations. Among all victims, the average number of victimization incidents was 9. However, approximately 38% of victims paid only one time in response to a fraudulent mail solicitation, 15% of victims paid two times, 9% paid three times, 6% paid four times, and 15% paid between five and 10 times.

### 62% of fraud victims paid money in response to a mail scam



**totaling \$347 million in losses**

Victims who responded more than 20 times were defined as “**chronic victims**,” representing 9% of the sample. These chronic victims accounted for 62% of scammers’ revenue. That is, chronic victims paid \$216 million out of the \$347 million total lost to scams. Further, the more times a victim responded to mail scam solicitations, the shorter the interval became between victimization incidents.

The study additionally found that the mail intervention showed a very modest two to five percentage point reduction in the number of victims who responded to another mail scam solicitation during the monitoring period relative to the control group. The authors suggest, however, that a low-cost intervention like a letter can result in at least some reduction in the amount of money being sent to scammers.



# RESEARCH

Statisticians from DOJ's Bureau of Justice Statistics (BJS) published a research article in the NIJ Journal examining financial fraud committed against older adults. This article analyzed data from the 2017 National Crime Victimization Survey's (NCVS) Supplemental Fraud Survey (SFS)

sponsored by BJS. The SFS was administered to a nationally representative sample of persons aged 18 or older from October to December 2017 and asked respondents if they experienced any of seven types of fraud victimization (charity, consumer investment, consumer products and services, employment, phantom debt, prize and grant, and relationship and trust) in the 12 months prior to the interview.



- In 2017, about 930,000 persons aged 60 or older experienced at least one incident of financial fraud in the past 12 months.
- In total, fraud victims aged 60 or older lost nearly \$1.2 billion and an average of \$1,270.
- The most commonly experienced type of fraud was consumer products and services fraud, which includes technology support scams, automotive repair scams, weight-loss product scams, and online marketplace scams.
- About 1 in 5 (19%) fraud victims aged 60 or older reported the incident to the police, and 84% reported the incident to another person.
- Older adults reported varying levels of distress as a result of their financial victimization (12% none, 29% mild, 31% moderate, 27% severe).



# RESEARCH

## **How the NCVS Supplemental Fraud Survey (SFS) Differs from Other Fraud Studies**

The findings reported in the NIJ Journal and discussed on the prior page are from the National Crime Victimization Survey's (NCVS) Supplemental Fraud Survey (SFS). The SFS was developed to address the limitations of other existing fraud data collections. There are numerous data sources on the prevalence and nature of personal financial fraud and the SFS defines fraud differently and uses a different methodology than these other sources.

- As a supplement to the NCVS, the SFS collects data from the non-institutionalized population living in U.S. households, and therefore, some populations of persons are not eligible to participate in the survey, including those living in nursing homes.
- The SFS defines fraud as “intentionally and knowingly deceiv[ing] the victim by misrepresenting, concealing, or omitting facts about promised goods, services, or other benefits and consequences that are nonexistent, unnecessary, never intended to be provided, or deliberately distorted for the purpose of monetary gain” (see [Framework for a taxonomy of fraud](#)). Fraud is different from other forms of consumer deception, including identity theft, because the victim must be deceived or persuaded into participating in the fraudulent transaction. The BJS separately collects data on identity theft victimization through the [NCVS Identity Theft Supplement](#). In the SFS, persons who experienced completed financial fraud and did not get their money back are considered victims. This is a narrower definition of a fraud victim than that used in other studies.
- Other studies may include attempted fraud, persons who did not lose any money, and fraud against businesses or commercial establishments.

For more information about the SFS, see [Financial Fraud in the United States, 2017](#) and [Assessing the Quality of the National Crime Victimization Survey \(NCVS\) Supplemental Fraud Survey \(SFS\)](#).





# RESEARCH

## FEDERAL ELDER JUSTICE REPORTS

### IC3 Releases the Fourth Elder Fraud Report

For the past four years, the FBI’s IC3 releases a report on complaints submitted by older adults to IC3. In 2023, IC3’s [Elder Fraud Report](#) (published in 2024) found that over 100,000 older adults submitted a report to IC3, with a total loss of over \$3.4 billion.

Older adults reported experiencing over 25 different types of internet crime, with the top five most reported frauds being:

- Tech Support: 17,696
- Personal Data Breach: 7,333
- Confidence/Romance: 6,740
- Non-payment/Non-Delivery: 6,693
- Investment: 6,443



However, older adults lost the largest amount of money when frauds involved:

- Investment: \$1,243,010,600
- Tech Support: \$589,759,770
- BEC[7]: \$382,372,731
- Confidence/Romance: \$356,888,968
- Government Impersonation: \$179,646,103

[7] Business Email Compromise (BEC): BEC is a scam targeting businesses or individuals working with suppliers and/or businesses regularly performing wire transfer payments.

Fraudsters carry out these sophisticated scams by compromising email accounts and other forms of communication such as phone numbers and virtual meeting applications, through social engineering or computer intrusion techniques to conduct unauthorized transfer of funds.



# RESEARCH

## ***NIJ Report: Environmental Scan of Guardianship Abuse and Fraud***

In response to a request from Senators Elizabeth Warren and Robert Casey to the Department of Justice and the Department of Health and Human Services for data on abuse and fraud by adult guardians, NIJ supported a four-part report titled Environmental Scan of Guardianship Abuse and Fraud. The four parts included: a literature review, data landscape, legal, policy, and practice contexts, and recommendations for federal action. Recommendations included:



Supporting uniformity in guardianship law, policy, and data governance;



Allocating federal resources for state court reform of practice, technology, and staff;



Expanding federal data sources to include guardianship;



Exploring ways the Department of Justice can help address abuse by guardians and support adults subject to guardianship.



# RESEARCH

## LOOKING FORWARD

### ***Evaluation of the Guardianship Evaluation Worksheet***

The Elder Justice Initiative supported the development of the Guardianship Evaluation Worksheet, available at [Help for Judges Hearing Guardianship Cases](#). The Worksheet is now being empirically evaluated with funding provided by the Elder Justice Initiative and the Administration for Community Living (U.S. Department of Health and Human Services). Judges in the District of Columbia and in Virginia are participating in the evaluation. Results are expected in 2026.

### ***First National Elder Abuse Victim Services Needs Assessment***

The Elder Justice Initiative has supported ICF to conduct the first National Elder Abuse Victim Services Needs Assessment. The project involves surveys and focus groups with elder justice professionals, and importantly, surveys and focus groups with older adults as well. While it is important to receive feedback from elder justice professionals, there may be services identified by older adults that would not be reflected in the professionals' responses. Results and recommendations are anticipated in February 2025, and will be available on the Elder Justice website.



### ***NIJ Elder Justice Research Report: Identifying and Responding to Elder Mistreatment***

In 2023, the RAND Corporation and RTI International convened an expert panel to identify gaps and explore best practices that can be used to improve the identification of and response to elder mistreatment. The workshop discussions identified the highest priority needs to address these limitations, including research to support evidence-based, holistic, and culturally appropriate identification and response approaches, while also supporting widespread adoption to reach the greatest number of older adults who have been victimized.

