

DC Office on Aging Elder Abuse Prevention Committee

2016/2017 Annual Report

November, 2017



**PREVENTION
COMMITTEE**



**Government of the District of Columbia
D.C. Office on Aging**

**Laura Newland, Executive Director
Michael Kirkwood, General Counsel**

Elder Abuse Prevention Committee 2017 Annual Report

Introduction

Since prior to fiscal year 2000, the U. S Department of Health and Human Services, Administration on Aging, has provided a formula Elder Abuse Prevention Grant annually to states and the District of Columbia. The original grant was \$25,000 and it remained at that level until 2014 when the U. S. Congress cut federal spending and the District's grant was reduced to \$23,626. The Elder Abuse Prevention Committee (EAPC) was organized to manage the grant and select programs and projects to help reduce elder abuse in the District of Columbia. The DC Office on Aging collaborates with Iona Senior Services for fiduciary management of the grant, and the EAPC develops an annual work plan and ensures that funds are spent for services that will address elder abuse prevention efforts in the District of Columbia. This committee is comprised of advocates, representatives from government and community-based agencies, and senior volunteers who meet monthly, develop an annual spending plan and carry out activities focused on the reduction or prevention of abuse, neglect or exploitation of the elderly in the District of Columbia. Funds are spent in accordance with the spending plan approved by the EAPC. All committee members work as volunteers.

Composition of the Committee

The Elder Abuse Prevention Committee is comprised of representatives who work or have worked with seniors and disabled residents of the District of Columbia or manage programs that work to prevent abuse, neglect, and exploitation of seniors. It includes social workers, case managers, a geriatric nurse practitioner, advocates, lawyers, outreach workers and financial experts. Agencies represented include: Adult Protective Services (APS); the U. S. Attorney's Office; The Office of the Attorney General; Legal Counsel for the Elderly; the DC Department of Insurance, Securities, and Banking; the DC Office on Aging; the Financial Planning Association of the DC Area; the DC Housing Authority; the DC Department on Disability Services; the DC Metropolitan Police Department, the U. S. Department of Justice; the DC Commission on Aging; NASA Federal Credit Union; Seabury Aging Services and Iona Senior Services, both of which are community-based agencies that work with seniors. All representatives are unpaid volunteers and make unique contributions toward helping the committee achieve annual goals to prevent abuse, neglect, and exploitation of vulnerable adults in the District of Columbia.

In 2016/2017, the Elder Abuse Prevention Committee included:

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Michael Kirkwood, Esq.
General Counsel
DC Office on Aging
Chair of the EAPC
Michael.kirkwood@dc.gov
(202) 715-7745

Theodore A. Miles
Associate Commissioner of Securities
Department of Insurance, Securities and
Banking
Theodore.miles@dc.gov
(202) 442-7800

Fiona Druy, RN, NP
Geriatric Nurse Practitioner
IONA Senior Services
fdruy@iona.org
(202) 895-9491

Barbara Strother
Retired
Staffed the committee
Barb.strother@verizon.net
(703) 671-2455

Cecelia Steiner-Smith, Esq.
Assistant Attorney General
Office of the Attorney General
Cecelia.steinersmith@dc.gov
(202) 724-8021

Purley Jones, LICSW
Manager, Board & Care Ombudsman
Legal Counsel for the Elderly/AARP
pjones@aarp.org
(202) 434-2139

Melva Meade, MSW, LICSW
Social Work Coordinator
Seabury, Ward 5 Aging Services
mmeade@seaburyresources.org
(202) 529-8701

Sina Baktash, LICSW, LCSW-C, LCSW
Supervisory Social Worker
Adult Protective Services
Sina.Baktash@dc.gov
(202) 698-4284

Idriys Abdullah
Consumer Protection Advocate
Department of Insurance, Securities and
Banking
Idriys.abdullah@dc.gov
(202) 986-2092

Theresa Brownson
Supervisor, Senior Medicare Patrol
Legal Counsel for the Elderly
tbrownson@AARP.org

Wanda Robinson
Office of Public Safety, DC Housing
Authority
wrobinson@dchousing.org
(202)734-1553
(202)535-2583 (direct)

Carolyn Nicholas
Senior Volunteer and Advocate
DC Commission on Aging
Cnico41@aol.com
(202) 723-2939

Carla Rawlings, LGSW
Geriatric Care Manager
Seabury Resources for Aging – Case
Management
crawlings@seaburyresources.org
(301) 775-5573

Marguerita (Rita) Cheng
Chair, Financial Planning Association of the
DC Area
mcheng@blueoceanglobalwealth.com
(301) 502-5306

James Brennan

Victim Program Specialist
U.S. Attorney's Office
james.p.brennan@usdoj.gov

Tiffani Nichole Johnson, JD

Rights and Advocacy Specialist
DC Department on Disability Services
tiffani.johnson@dc.gov
(202) 730-1802

Lt. Angela Cousins-Douglas

Metropolitan Police Department
Criminal Investigations Division
Angela.cousins@dc.gov

Judith Collister

Elder Abuse Specialist
DC Office of the Attorney General
(202) 727-6283
Judith.Collister2@dc.gov

Douglas Klein, Esq.

U. S. Attorney's Office
Douglas.klein@u.doj.gov
(703) 785-5589

Dr. Sheila Y. Jones

Chief, Adult Protective Services
Sheilay.jones@dc.gov
(202) 299-2155

Christine O. Kenny, LICSW

City-wide Money Management Program
Manager
Iona Senior Services
ckenny@iona.org
(202) 895-9405

Vincent Tucci

Fraud Investigator
NASA Federal Credit Union
Vincent.tucci@me.com
(202)345-0472

Maria Shumar

U. S. Department of Justice
Elder Justice Initiative
maria.o.shumar@usdoj.gov
(202) 305-3250

Brian Footer

DC Office on Aging
brian.footer@dc.gov
(202) 535-1423
(866) 657-1067

Committee Roster Changes:

The committee membership changed in 2016/2017 as new members were recruited, and other members changed jobs or moved from the DC area. Dr. Sheila Kelley reported that her responsibilities at the Department of Behavioral Health made it impossible for her to participate in the committee's activities due to time restraints and, therefore, she resigned. Brian Footer was reassigned to new duties at the DC Office on Aging and also resigned from the committee. Judith Collister sought out the EAPC after she was selected as the Elder Abuse Specialist at the DC Office of the Attorney General and she was welcomed as a new member of the committee.

Annual Spending Plan

In FY 2017, the Elder Abuse Prevention Committee developed a spending plan that funded outreach and education of seniors and training of professionals who work with vulnerable populations. Grant funds were also designated for three Imprest Funds to provide emergency funds to prevent neglect and abuse in the Adult Protective Services program, City-wide case management services programs throughout the District of Columbia and Legal Counsel for the

Elderly's Alternatives Project. A small administrative services fund was also used to support the EAPC and organize the professional training conference that was held in June, 2017. The FY 2017 funds were spent as follows:

1. **Training for Professionals Who Work with Vulnerable Adults.** Budgeted: \$1,700. Spent: \$1,718.63. The *It Takes a Village: Working Together to Mitigate Risk* conference was held on June 17, 2017 and 90 social workers, case managers, nurses, lawyers, advocates and other professionals attended.
2. **Adult Protective Services Imprest Fund to Protect Vulnerable Adults in an Emergency from Loss of Basic Needs.** Budgeted: \$5,500. Spent: \$6,178.78. All funds were spent and a portion of unspent funds at the end of the year were reallocated to this fund. Funds were used for a variety of emergency needs to protect vulnerable adults.
3. **City-wide Imprest Fund to Protect Vulnerable Adults in an Emergency from Loss of Basic Needs.** Budgeted: \$5,500. Spent: \$5,622.56. All funds were spent and a portion of unspent funds at the end of the year were reallocated to this fund. Funds were used for a variety of emergency needs to protect vulnerable adults.
4. **Alternative Project: Legal Counsel for the Elderly Imprest Fund to Protect Vulnerable Adults in an Emergency from Loss of Basic Needs:** Budgeted: \$5,500. Spent: \$5,900.00. All funds were spent and a portion of unspent funds at the end of the year were reallocated to this fund. Funds were primarily used to help seniors avoid eviction and remain in their own homes.
5. **Administrative Support:** Budgeted: \$3,000. Spent: \$2,280. Budgeted funds that were not spent were reallocated to other line items toward the end of the year. Funds were used to support the work of the committee by developing monthly agendas, completing minutes of Elder Abuse Prevention Committee (EAPC) meetings, completing a monthly spending report and maintaining tracking reports for the *Money Smart for Older Adults* training workshops. In addition, funds were used for the planning, coordination, and evaluation of a professional conference for social workers, health professionals and other senior advocates who work with vulnerable adults.
6. **Education and Outreach:** Budgeted: \$2,050. Spent: \$1,935.67. Budgeted funds that were not spent were reallocated to other line items toward the end of the year. Funds were used reach out to seniors in the District of Columbia to provide information to heighten awareness of elder abuse and about where seniors can go for help.
7. **Miscellaneous:** Budgeted: \$376.00. No funds were spent for miscellaneous expenditures. Unspent funds were reallocated at the end of the year.

2016/2017 Spending

Project	Amount Budgeted	Amount Spent	Notes
Training for Professionals	\$1,700	\$1,718.63	
Adult Protective Services Imprest Fund	\$5,500	\$6,178.78	
City-wide Imprest Fund	\$5,500	\$5,622.56	
Alternative Project/Legal Counsel for the Elderly Imprest Fund	\$5,500	\$5,900.00	
Administrative Support	\$3,000	\$2,280.00	Unspent funds were reallocated to line items above
Education and Outreach	\$2,050	\$1,935.67	Unspent funds were reallocated to line items above
Miscellaneous	\$376.00	\$0.00	Unspent funds were reallocated to line items above
End of Year Total	\$23,626	\$23,635.64*	

Decisions about which projects to fund, the amount of funding, and all adjustments to the spending plan were made by the members of the Elder Abuse Prevention Committee.

* Additional funds were identified at the end of the year to cover spending over budgeted levels.

2016/2017 Accomplishments

- Prevention of Abuse through Outreach and Education to Help Seniors Avoid Financial Exploitation:** The Money Smart for Older Adults outreach and training program continued during the 2016/2017 program year. The curriculum had been developed by the Federal Deposit Insurance Corporation (FDIC) and the Consumer Financial Protection Bureau (CFPB) and was adapted to meet time restraints for presentation sessions throughout the District of Columbia. EAPC members volunteered to lead workshops and presented information to at least 944 seniors in the District of Columbia. This was a 28% increase over the number of seniors who participated in the Money Smart sessions in 2015/2016.

Training sessions for seniors were conducted in the community at the following locations:

- 10/4/16-East Rock Creek Village, 7838 Eastern Avenue, NW, Suite D, Ward 4
- 10/17/16-Ward Circle AARP Chapter, 3401 Nebraska Avenue, NW, Ward 3
- 11/1/16-Asbury Dwelling, 1616 Marion St NW, Ward 1
- 11/29/16, Hayes Senior Wellness Center, 500 K Street, NE, Ward 5
- 11/30/16-Congress Heights Senior Wellness Center, 3500 Martin Luther King Jr., SE, Ward 8
- 12/15/16-Westchester Cooperative, 4000 Cathedral Avenue, NW, Ward 3
- 2/8/17- Greenleaf Senior Apartments 1200 Delaware Avenue, SW 20024, Ward 6
- 2/9/17-Arthur Capper Senior Building, 900 5th St, SE 20003, Ward 6
- 2/10/17-Asbury Dwellings 1616 Marion St, NW, Ward 1
- 2/15/17-ANC 4A, Grace Lutheran Church, 4300 16th Street, NW, Ward 4
- 2/22/17-Sibley Plaza, 1140 North Capitol St, NW, Ward 5
- 3/27/17-AARP Penn Branch Chapter, 3100 Pennsylvania Ave., SE, Ward 7
- 4/3/17-Gethsemane Baptist Church, 5119 4th St NW, Ward 4
- 4/4/17-IONA Senior Services, 4125 Albemarle St NW, Ward 3
- 4/19/17-Seabury at Friendship Terrace, 4201 Butterworth Place, N.W., Ward 3
- 4/24/17-Model Cities Senior Wellness Center, 1901 Evarts Street N.E., Ward 5
- 4/26/17-New Samaritan Baptist Church 1100 Florida Ave NE, Ward 5
- 05/03/17-ANC 8C, 2730 Martin Luther King, Jr. Ave, SE, Ward 8
- 05/10/17, Hattie Holmes Senior Wellness Center, 324 Kennedy St. NW, Ward 4
- 05/16/17, Hayes Senior Wellness Center, 500 K St., NE, Ward 5
- 05/19/17, Marshall Heights CDO 3939 Benning Road, NE, Ward 7
- 06/01/17-So Others Might Eat, 1667 Good Hope Rd., SE, Ward 8
- 06/12/17-Washington Seniors Wellness Center, 3001 Alabama Avenue, SE, Ward 7
- 07/20/17-VIDA Senior Center, 1842 Calvert St NW, Ward 1
- 07/28/17-Robert L. Walker House, 2201 Savannah Street, SE, Ward 8
- 8/23- Bernice Fonteneau Senior Wellness Center, 3531 Georgia Ave NW, Ward 1
- 8/28-Money Smart for Older Adults, Knollwood Senior Living Community, 6200 Oregon Avenue, NW
- 9/12-Money Smart for Older Adults-Reverse Mortgages, Congress Heights Senior Wellness Center, 3500 Martin Luther King Jr Ave SE, Ward 8
- 9/15- Money Smart for Older Adults-Reverse Mortgages, UPO Foster Grandparent program, Mathews Memorial Baptist Church, 2616 Martin Luther King Jr Ave SE,
- 9/19- Money Smart for Older Adults-Reverse Mortgages, Emery Heights AARP Chapter, Peoples Congregational Church, 4704 13th St NW,
- 9/20- Money Smart for Older Adults-Reverse Mortgages, Shepherd Park AARP Chapter, Peoples Congregational Church, 4704 13th St NW,
- 9/21-Money Smart for Older Adults, Hemmingway Temple AME Church, 501 P St, NW,
- 9/25- Money Smart for Older Adults, Knollwood Senior Living Community, 6200 Oregon Avenue, NW

The *Money Smart for Older Adults* training was conducted in every ward of the District and reached 944 seniors. They received direct information about how to protect

themselves from financial scams and exploitation. A total of 33 workshops were conducted during 2016/2017.

The Elder Abuse Prevention Committee members expect to continue to offer the *Money Smart for Older Adults* training to senior groups in 2017/2018.

2. **Prevention of Abuse through an Outreach and Information Campaign--World Elder Abuse Awareness Day:** The DC Office on Aging's Elder Abuse Prevention Committee (EAPC) and the District's Collaborative Training and Response to Older Victims (DCTROV) commemorated World Elder Abuse Awareness Day (WEADD) on June 15, 2017.

EAPC and DCTROV invited all Senior Service Network agencies (Senior Wellness Centers, lead agencies, community dining sites, group homes, etc.), their employees, and other District government agencies to join them in commemorating WEAAD by:

- Promoting WEAAD on their websites before June 15, 2017 with logos and website language provided;
- Encouraging staff and constituents to wear purple on WEAAD;
- Taking pictures of staff and constituents wearing purple on WEAAD and posting the photos to social media sites like Facebook, Instagram, and Twitter;
- Creating social media posts using the hashtag #WEAADDC; and
- Printing the "Finish the Sentence Campaign" template and asking staff and constituents who are passionate about the spreading the message of WEAAD to finish the sentence "We build strong support for elders by . . ." using the template provided. Logos and sample social media content language were provided.

Also, at the request of the EAPC, the home-delivered meals vendor, Mom's Meals, delivered WEAAD placemats to every home delivered meal client and similarly, the food vendor, Dutch Mills Catering, delivered placements to each of the community dining sites. (DCOA's grants division paid for the printing of the placemats).

Additionally, in promotion of WEAAD and to raise awareness about WEAAD, EAPC and DCTROV purchased 2,000 pre-printed WEAAD purple ribbons and door hangers, 2,500 seed packets (tomato, sunflower, cucumber, and iceberg lettuce), and purple shopping bags. These items were delivered to each lead agency and senior wellness center for distribution on June 15, 2017.

WEAAD activities were also sponsored by the Securities and Exchange Commission (SEC) on June 15th with a full-day program about financial risk and exploitation.

Holiday Party: The EAPC took its information and outreach campaign to the Office on Aging's Holiday Party in December with a photo booth to attract seniors. The photo booth was very popular and seniors lined up all day to have their pictures taken as they received information about how to recognize and prevent elder abuse, neglect, and exploitation. Committee members staffed a table next to the photo booth and distributed informational brochures with Adult Protective Services information.

New brochure: And finally, the *Aging Safely* brochure was developed and printed for distribution at senior locations and events. The brochure includes basic information about recognizing elder abuse and exploitation and provides information about where people can go for help.

3. **Prevention of Abuse through Training for Professionals Who Work with Vulnerable Adults:** The EAPC sponsored a professional conference in June for professionals who work with vulnerable adults. The training was approved for six (6) continuing education hours for social workers by the Metro Chapter of the National Association of Social Workers. *It Takes a Village – Working Together to Mitigate Risk* training was held at the AARP Building, 4th Floor Conference Rooms A & B on Friday, June 16, 2017. Ninety (90) social workers, case managers, and other professionals who work with vulnerable adults attended and 73 written evaluations were completed.

Training objectives were met and included helping professionals:

1. Develop knowledge about programs to reduce or mitigate risk for vulnerable senior adults;
2. Develop awareness of new legislation to protect vulnerable adults from financial exploitation; and
3. Introduce social workers and case managers to new technologies and trends for safely aging in place.

The conference was developed by the Elder Abuse Prevention Committee and included the following sessions:

Training sessions included:

- *Welcome*, Michael Kirkwood, JD, General Counsel, DC Office on Aging
- *Introductory Remarks*, Laura Newland, JD, Executive Director, DC Office on Aging
- *Keynote Address on New Legislation*, Robyn Bender, JD
- *Efforts to Address Hunger and Nutrition Issues*, Rose Clifford, Nutritionist
- *Keeping DC Residents “Safe at Home:” Innovations in Aging in Place*, Tori Goldhammer, Occupational Therapist, and Liz Gregg, Social Worker
- *Case Management – ADRC and Lead Agencies—Structure of the DC System, Access, Assessment, Service Planning, and Collaboration*, Jerry Kasunic, ADRC, and Melva Meade, Seabury Resources for Aging *Long Term Care: Mitigating Risks in Nursing Homes and CRFs*, Purley Jones, LICSW, Board and Care Ombudsman
- *EPD Waivers – Opening the Door to Seniors and Persons with Disabilities*, Lourdine Jean-Francois, Medicaid Enrollment Supervisor
- *Villages: A Concept for Aging in Place*” Stephanie Chong, LICSW, Northwest Village
- *Getting Connected Quickly*, Wanda Gattison, DC Office of Unified Communications

- *Looking Toward the Future*, Shelly Jackson and Maria Shuman, Elder Justice Initiative

Evaluations were tallied and summarized and the conference was evaluated as very successful. Ninety-five percent (95%) of evaluations indicated that the program objectives were met and four percent (4%) indicated the objectives were partially met. Eighty-three percent (83%) indicated that the training was very helpful to their area of practice and 17% indicated that it was generally or somewhat helpful for their practice. The presenters were rated very highly and a sampling of evaluation comments are included here:

- Excellent trainers with an exceptional depth of knowledge and ability to present.
- The trainers had mastery of their subject matter. I learned a lot from them and helpful resources were shared.
- Our presenters need to focus on serving the poor, or the impoverished and helping with orphans and isolated seniors without family members.
- I enjoyed the 30-minute presentation time. The presentations moved quickly with good pace.
- Great wealth of experiences and insight with needs of the elderly.
- Very good insight into the programs. Informative!!!
- Very informative. Information would prefer agencies that have more information to share can have less speakers to accommodate for more information.
- All the sessions very helpful. Will assist me to do my job as a lead agency social worker.
- I enjoyed this conference.
- I found the ADRC presentation to be repetitive since I am already an ADRC social worker.
- Great presentations and nice updates on formation and even the introduction of new resources.
- Speakers presented extremely well and the information shared during presentations will be very helpful.
- The presenters were very good. However, the last presentation was challenging for the end of the day. Thank you for great conference.
- The speakers were very knowledgeable of resources through their programs.
- Great content. More on housing.

4. **Prevention of Neglect through the Provision of Imprest Funds:** The EAPC provided an Imprest Fund for Adult Protective Services, the City-wide Case Managers in the Aging Network who work with vulnerable adults, and the Alternatives Project at Legal Counsel for the Elderly.

The Alternatives Project was added as a recipient of EAPC funds because it works to keep vulnerable seniors in their homes and avoid eviction. According to the *Alternatives to Eviction of Elderly Tenants: A How-to Manual* developed by Rhonda K. Dahlman, a Staff Attorney at AARP Legal Counsel for the Elderly, the Alternatives to Landlord/Tenant Court for the Elderly Project (the “Alternatives Project”) was started in

January 1999. The Alternatives Project was founded upon the principle that alternative and more humane methods could be developed in dealing with elderly tenants who, through no fault of their own, are experiencing problems that could potentially lead to eviction from their apartments. The Alternatives Project assists landlords who seek solutions to dealing with elderly tenants through an informal, yet coordinated, network of service providers, alleviating a landlord's need to resort to eviction proceedings against elderly tenants. Alternative solutions engage various social service agencies and/or legal service providers before a lawsuit is filed. Often, with the appropriate community, social and financial support services put into place, elderly tenants may continue to safely reside in their apartments.

Given the lack of available resources to assist clients, as well as the chronic nature of problems facing elders, a more holistic approach to the delivery of social and legal services for older clients was developed. With social services, housing providers and legal services collaborating on an elderly tenant's problems, there is a greater likelihood that the root cause of the legal problem will be addressed and the problem will not recur.

- **Legal Counsel for the Elderly Alternatives Project** used funds for: heavy-duty cleaning, hauling, and decluttering to avoid loss of a Section 8 housing vouchers; heavy-duty cleaning in preparation for the extermination of bed bugs; partial payment of overdue rent to avoid eviction (a portion was paid back by the client at \$100 per month); rent arrearage to avoid eviction; and payment for moving expenses. The Alternatives Project used funds only when clients had no other resources, the client situations were critical, and intervention was needed to provide relief from neglect or prevent a crisis.
- **Social workers in Adult Protective Services** used funds to assist vulnerable adults avert a crisis and help ensure their health and safety. Funds were used for: extermination services to eliminate bed bugs so personal care aide services could be restored; electric bills to prevent disconnection of services; heavy-duty cleaning needed before a vulnerable adult could return from the hospital; partial payment of gas bills to prevent loss of heat; emergency short-term housing; purchase of a mattress for a vulnerable senior who was sleeping on the floor; and pharmacy supplies for physical therapy.

When social workers identified the need for funds to address a critical need to protect a vulnerable adult and established that funds were not available from any other source, the Imprest Funds were used to reduce risk and ensure that services were provided to meet the basic needs of the client. Use of Imprest Funds were approved by the Adult Protective Services Chief and documentation of expenditures was maintained.

- **The City-Wide case managers** used funds to assist vulnerable adults and avert a life crisis. Funds were used for: heavy-duty cleaning in preparation for extermination of bed bugs; payment of overdue balances to maintain phone services; extermination of bed bugs; assistance with rent to prevent eviction after

a family member; delinquent rent to avoid eviction for low-income seniors; a security deposit and application fee for a homeless senior who was living in his car; partial payment to prevent disconnection of water; the cost of moving a client to the Aged Women's Home and storage of belongings following eviction; and partial payments of overdue electric bills to prevent termination of services.

Use of the Imprest Fund was managed and approved by the EAPC member who manages the grant funds and documentation of expenditures was maintained.

Summary

The Elder Abuse Prevention Committee draws experts from government and community-based agencies to focus on efforts to reduce abuse, neglect, and exploitation of vulnerable adults in the District of Columbia. A small federal grant provides limited funds to assist with outreach and education, provide for advocacy, and meet some of the basic needs of adults at risk. Committee members came together monthly to ensure that efforts were coordinated, services were publicized, and the community was made aware of how to prevent abuse, neglect, and exploitation from occurring and how to obtain help when services were needed.

In 2016/2017, the committee continued to focus much of its energy on getting the *Money Smart for Older Adults* training out to seniors throughout the District to help them avoid being financially exploited. A professional conference was conducted to provide information to social workers and others who work with vulnerable adults learn about an array of services to support their efforts. Direct assistance was provided to seniors at risk of neglect through Imprest Funds used as a last resort, and a public information campaign was conducted in collaboration with DC TROV to provide public information about elder abuse and how to obtain help.

Committee members are volunteers drawn from a broad spectrum of public and private agencies that serve seniors and vulnerable adults. Their on-going participation and support allows the committee to coordinate services and reach out to seniors throughout the District of Columbia.

Completed by:
Barbara Strother
Elder Abuse Prevention Committee
November 29, 2017