

# **Cross-Cutting Evaluation of the Archstone Elder Abuse & Neglect Initiative: Phases I and II**

## **The Measurement Group**

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# The Measurement Group: Key Contributors

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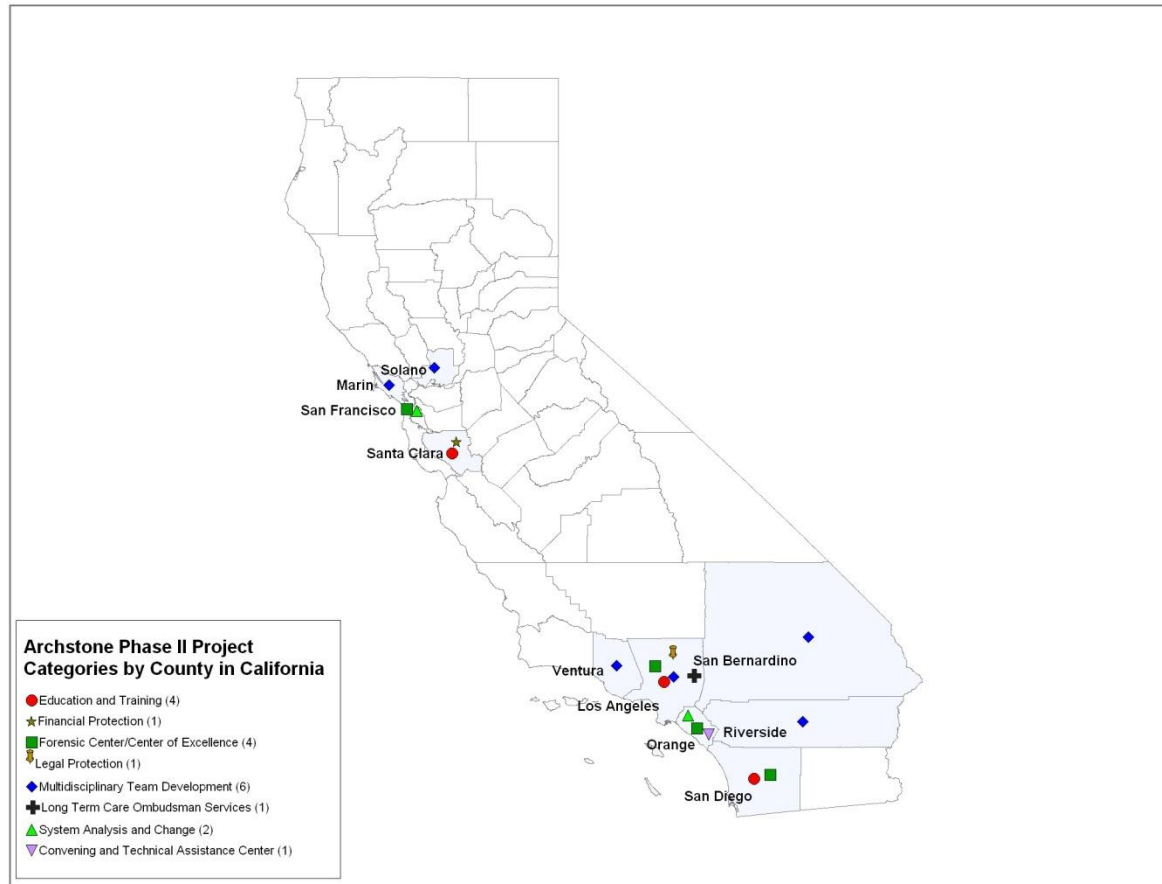
# Purpose of this Presentation

- Overview of evaluation of the Elder Abuse & Neglect Initiative
- Summarize aggregate results Years 1-5
- Draw conclusions about effectiveness of the overall Initiative

# TMG Approach: The Job of an Independent Evaluator

- Report on project activities, outcomes, and impact
  - For individual projects and in aggregate
- Put outcomes in context of funding levels and what other projects usually achieve
- Determine if, and why, projects in Initiative achieve more
- Provide feedback for program improvement
- Provide information to grantees about comparable projects
- Provide recommendations; data inform decisions

# Grantees Located throughout California



# Evaluation Context: “Modestly-Funded Projects” with Very Ambitious Goals

- Education and Training of Mandated Reporters [4]
  - Median funding level for five years total: \$251,588
- Financial Protection Project [1]
  - Funding level for five years total: \$466,740
- Forensic Center and Center of Excellence Development Projects [4]
  - Median funding level for five years total: \$843,544
- Legal Protection Project [1]
  - Funding level for three years total: \$150,000
- Multidisciplinary Team Development Projects [6]
  - Median funding level for five years total: \$115,500
- Long Term Care Ombudsman Services Project [1]
  - Funding level for five years total: \$489,997
- Systems Analysis Projects [2]
  - Median funding level for five years total: \$391,350
- Convening and Technical Support Project [1]
  - Funding level for five years total: \$507,573

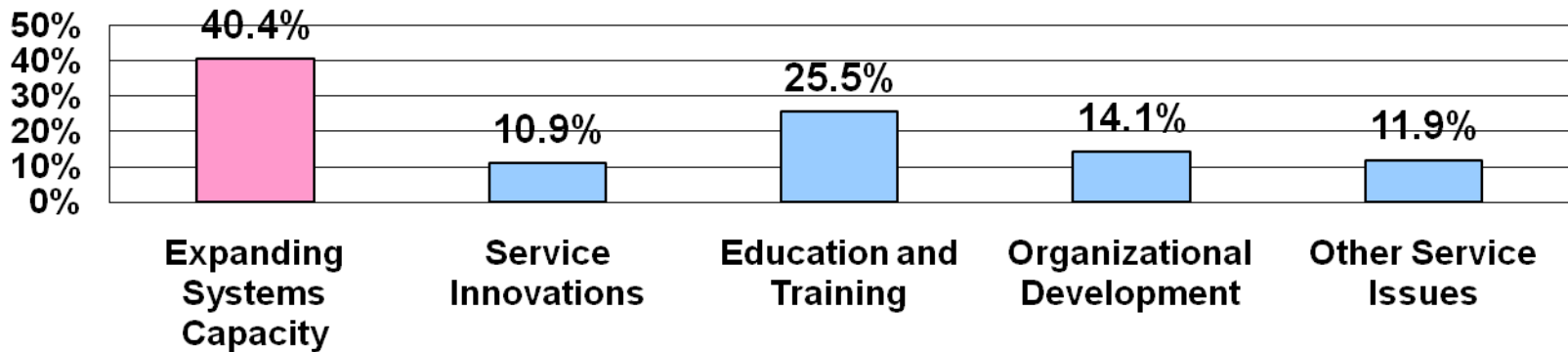
# Project Outcomes

# Outcomes of Programs

- Outcomes are ...
  - Achievements whether intended or not
    - “Doing what you promised to do”
    - Achievements occur in broader areas than simply those promised
  - Lessons learned from conducting the program
    - Successes and failures
  - Building a sustainable program
  - Specific individual and organizational skills accrued
  - Impact individuals, organizations, policies, and standards of care
- **Across five years, the 20 projects collectively produced at least 1,222 significant outcomes**
  - Forming five overlapping clusters of themes



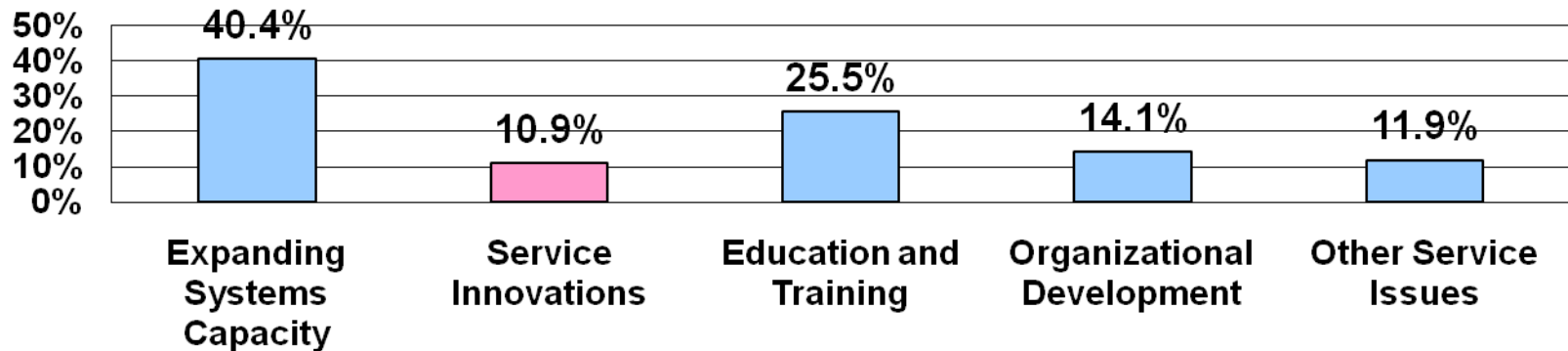
# 40.4% of the Outcomes in Years 1- 5 Involved Expanding Systems Capacity



- **Expanding Systems Capacity**

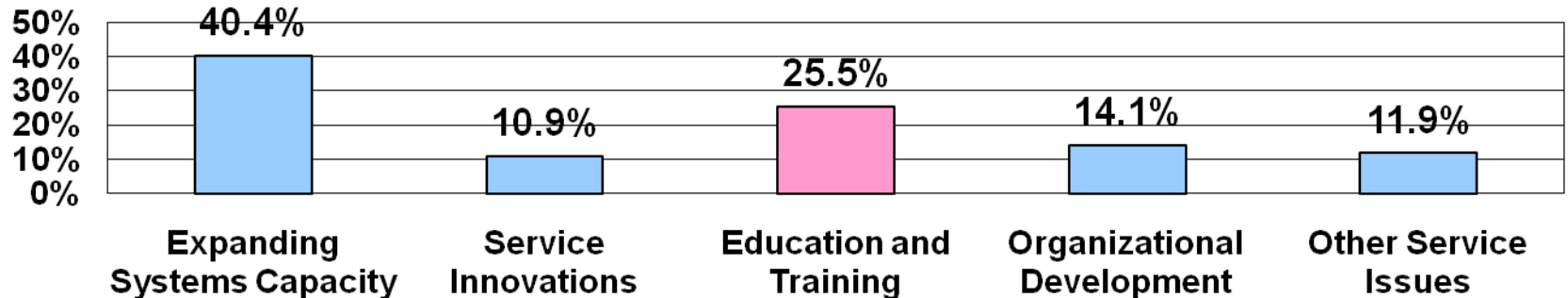
- Improving systems by expanding the number of professionals, mandated reporters, and organizations addressing elder abuse and neglect
- Improving the quality of services provided

# 10.9% of the Outcomes in Years 1- 5 Involved Service Innovations



- **Service Innovations**
  - Improving services using best practices
  - Empowering providers and clients
  - Addressing service gaps
  - Developing collaborations
  - Utilizing volunteers

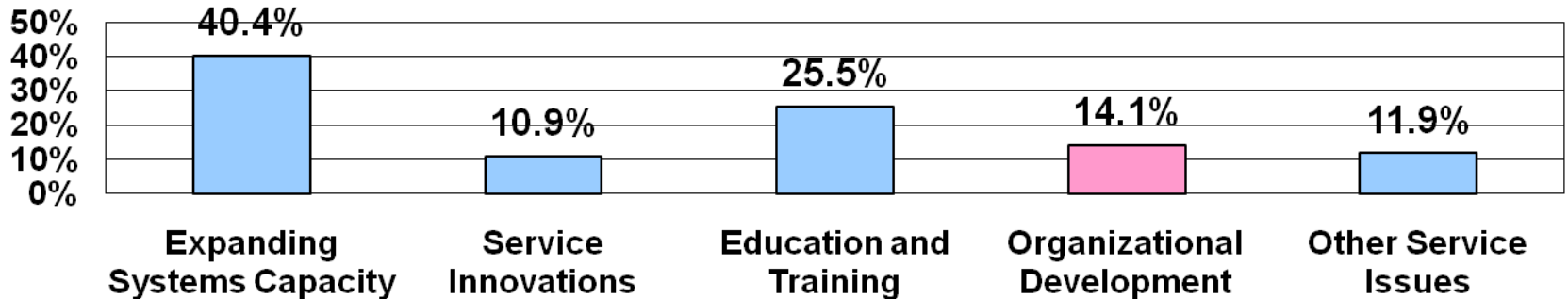
# 25.5% of the Outcomes in Years 1- 5 Involved Education and Training



- **Education and Training**

- Developing curricula/course modules on elder abuse and neglect
- Training mandated reporters
- Technical assistance to other organizations and professionals
- Teaching elders about fiscal abuse, strategies to avoid predators

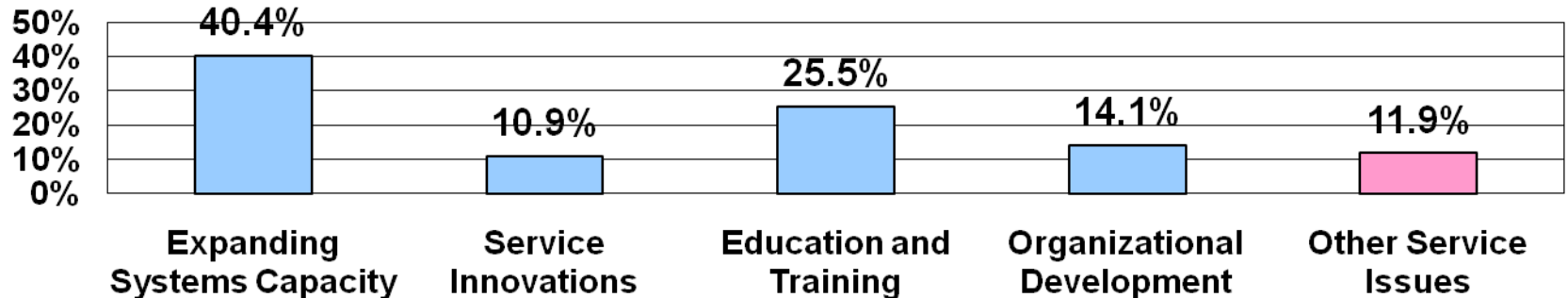
# 14.1% of the Outcomes in Years 1- 5 Involved Organizational Development



- **Organizational Development**

- Developing better organizational structures, clarifying missions, and establishing budgetary controls
- Establishing quality assurance, quality improvement, and evaluation processes
- Involving key stakeholders and boards
- Linking agencies into service networks

# 11.9% of the Outcomes in Years 1- 5 Involved Other Service Issues



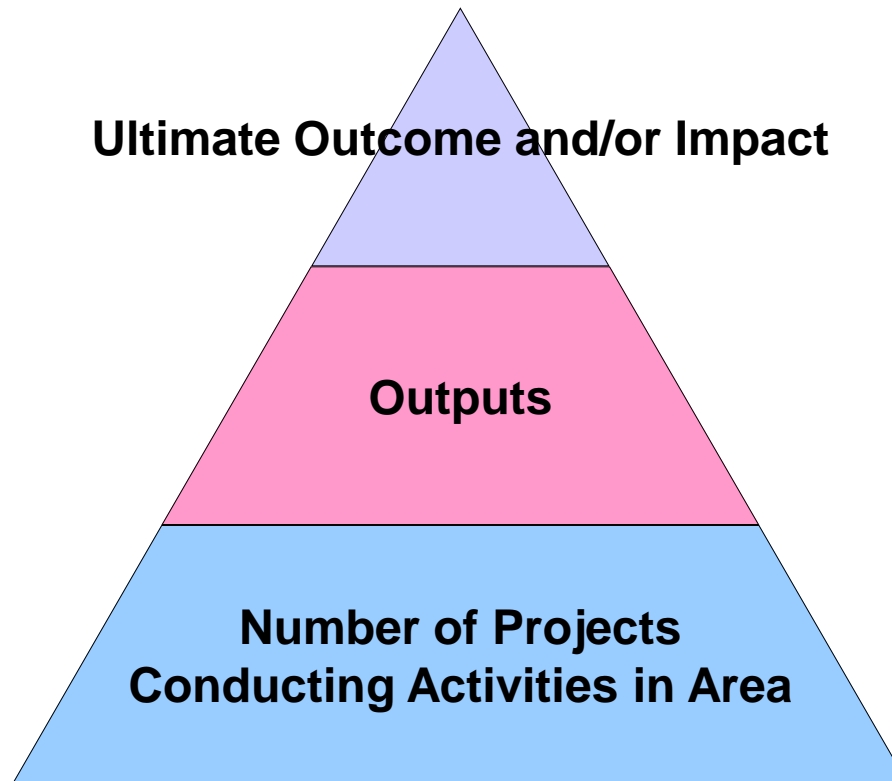
- **Other Service Issues**

- Linkages to other Archstone grantees and UCI Convening Center with joint priority setting and information exchange
- Developing creative strategies for overcoming barriers to program development and implementation
- Policy development at local and statewide levels
- Describing distinctive clinical cases that inform program development

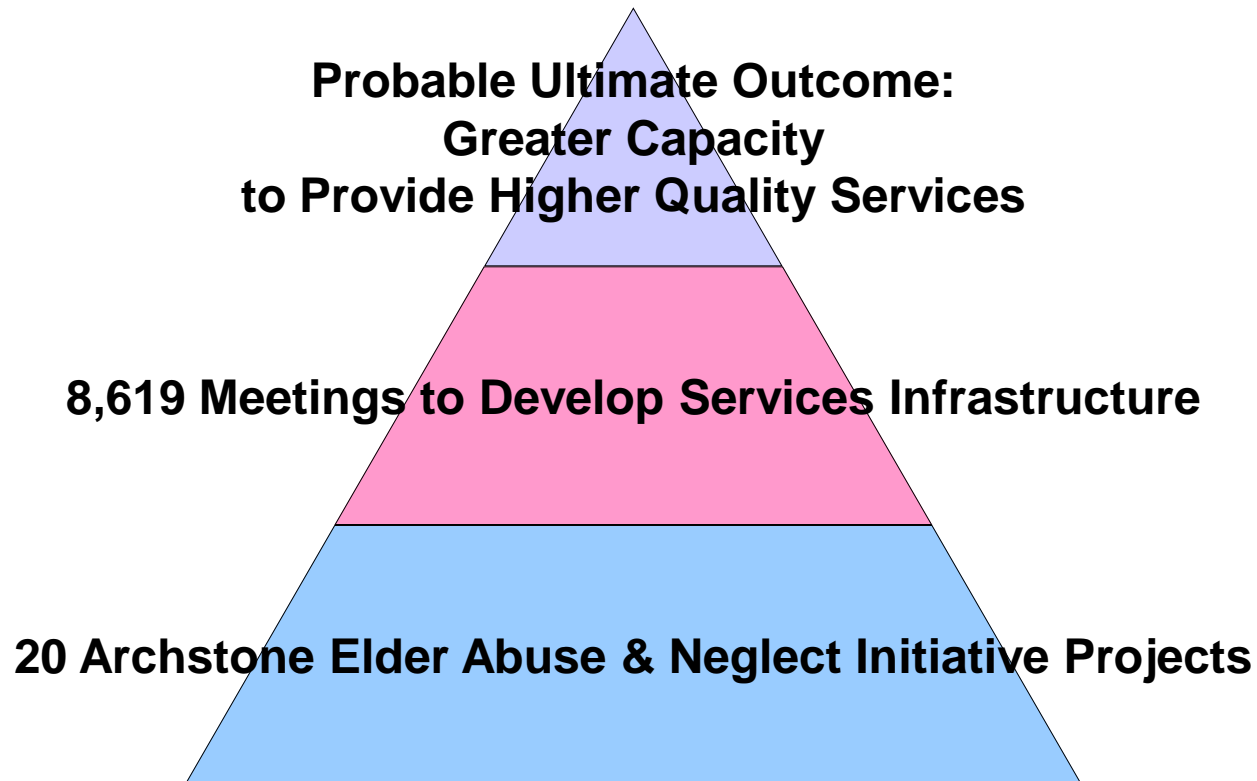
# Examples of Specific Outcomes

# Presentation of Outcomes

## [Format of Slides that Follow]

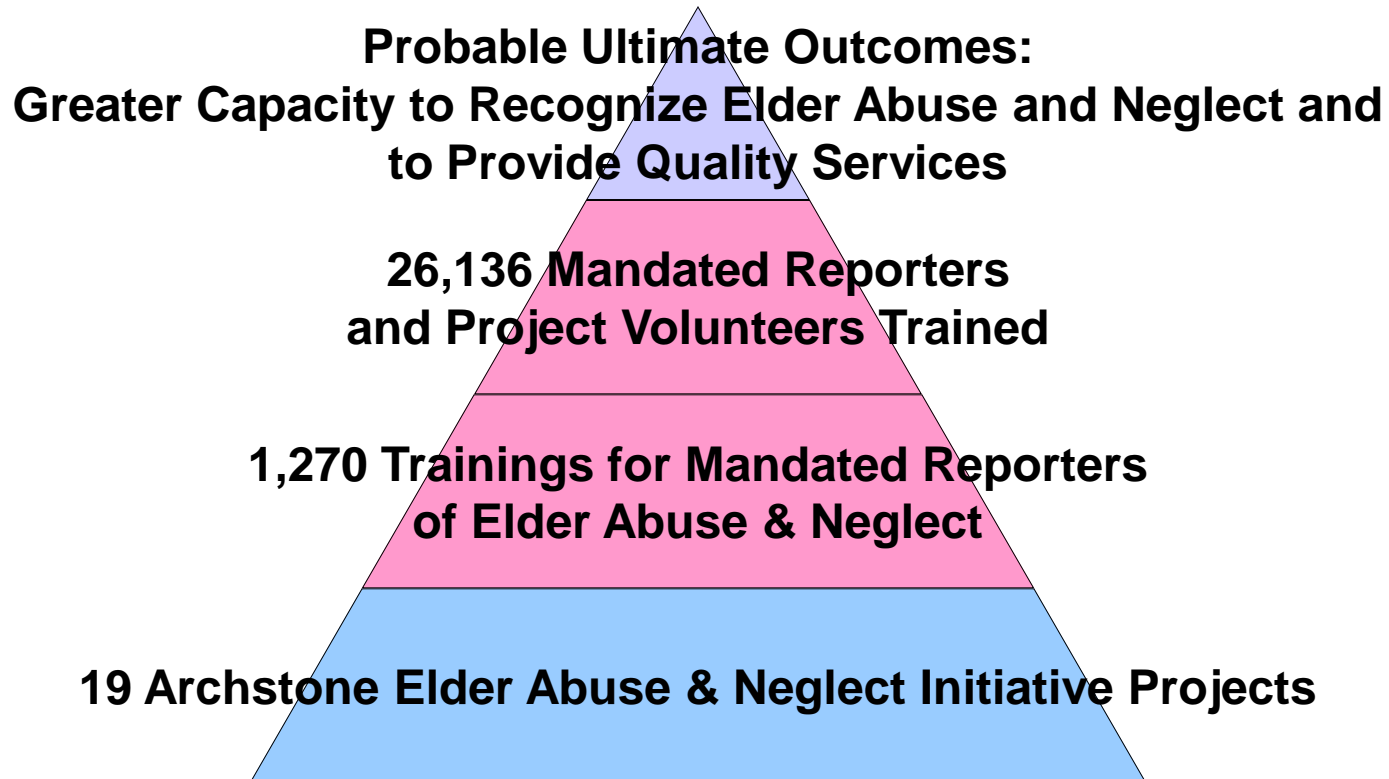


# Infrastructure Development [Years 1 – 5]





# Training [Years 1 – 5]



# Informational Presentations [Years 1 – 5]

**Probable Ultimate Outcomes:**

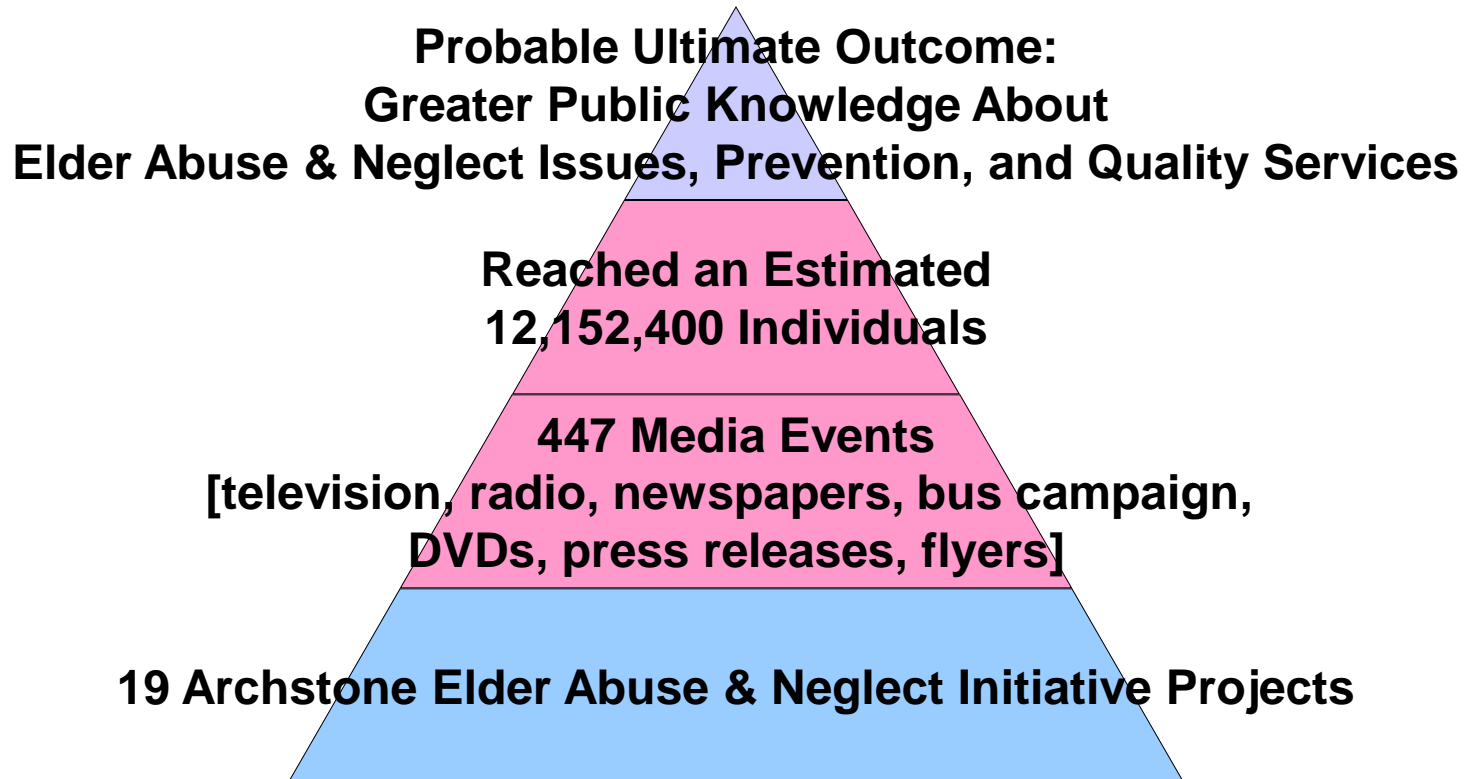
**Greater Capacity to Recognize Elder Abuse and Neglect and  
to Help Individuals Access Quality Services**

**72,550 Attended Moderate Intensity Sessions  
69,471 Attended Low Intensity Sessions**

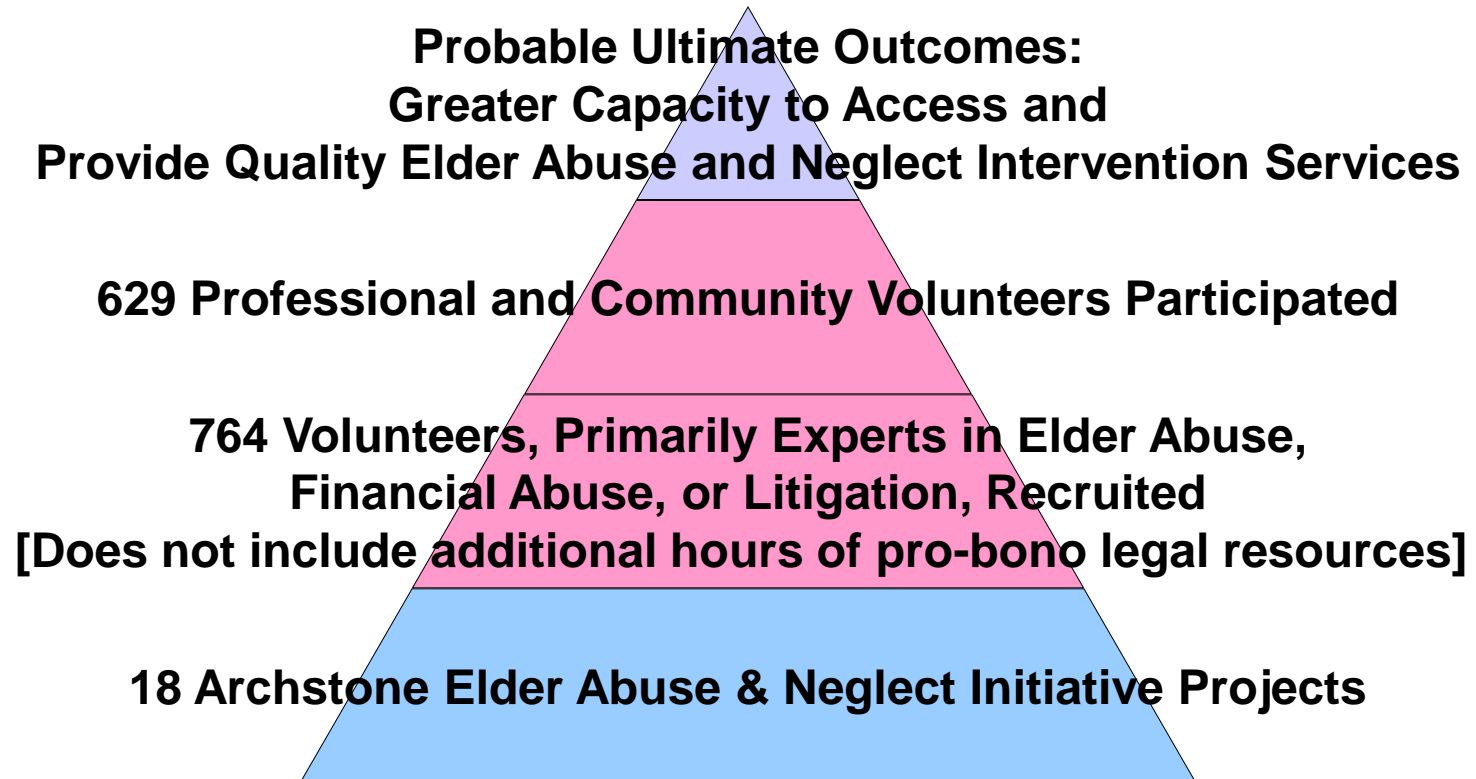
**1,441 Moderate Intensity Informational Presentations for Mandated Reporters  
676 Low Intensity Presentations and Health Fairs for Elders**

**19 Archstone Elder Abuse & Neglect Initiative Projects**

# Media Events [Years 1 – 5]



# Professional and Community Volunteers [Years 1 – 5]



# Assessments [Years 1 – 5]

**Probable Ultimate Outcomes: Increased Identification of Abused,  
Highest-Need Clients with Subsequent Admission to Intensive Services**

**4,494 Formal Assessments  
by Professionals**

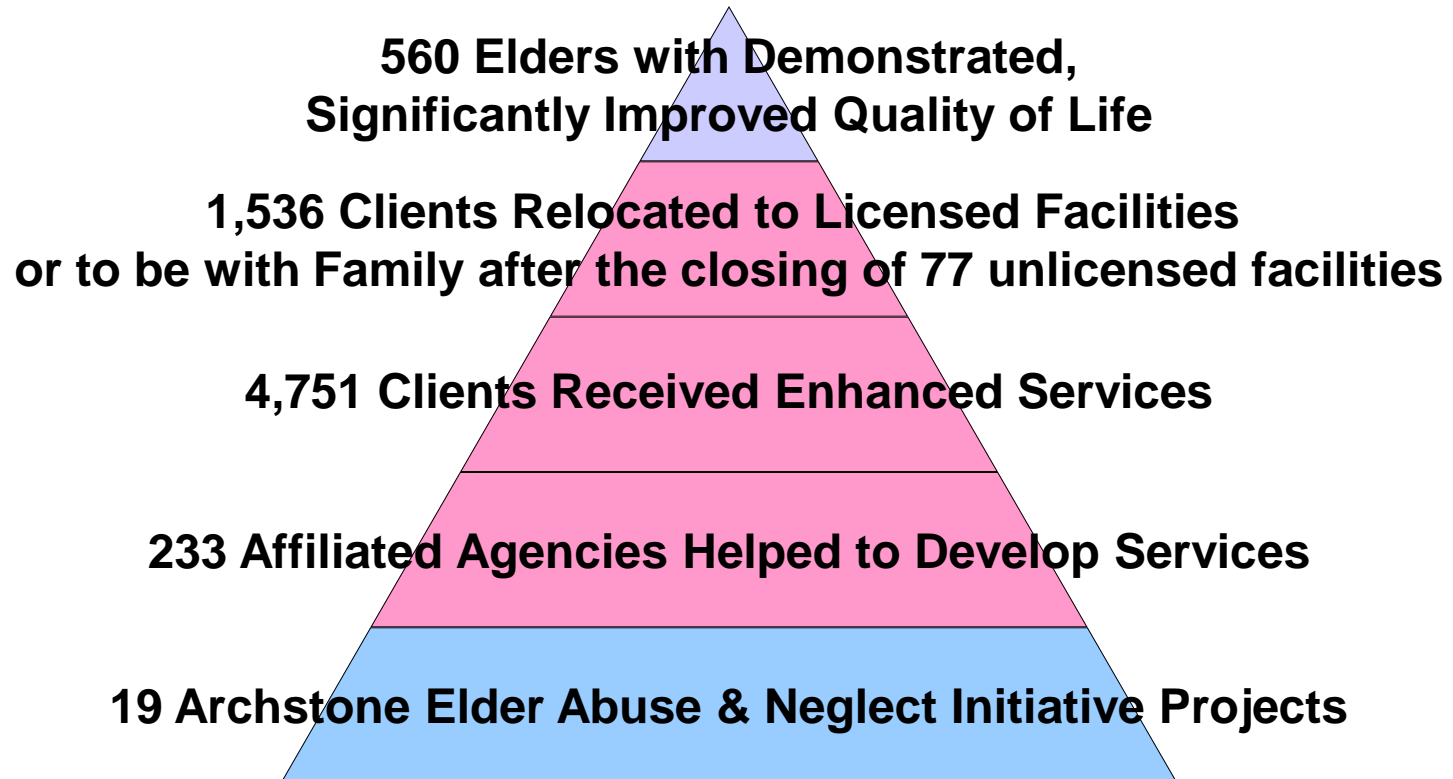
**1,630 Assessment Meetings**

**6,713 Brief Assessments and 8,284 Assessment  
Screenings of Potential Clients**

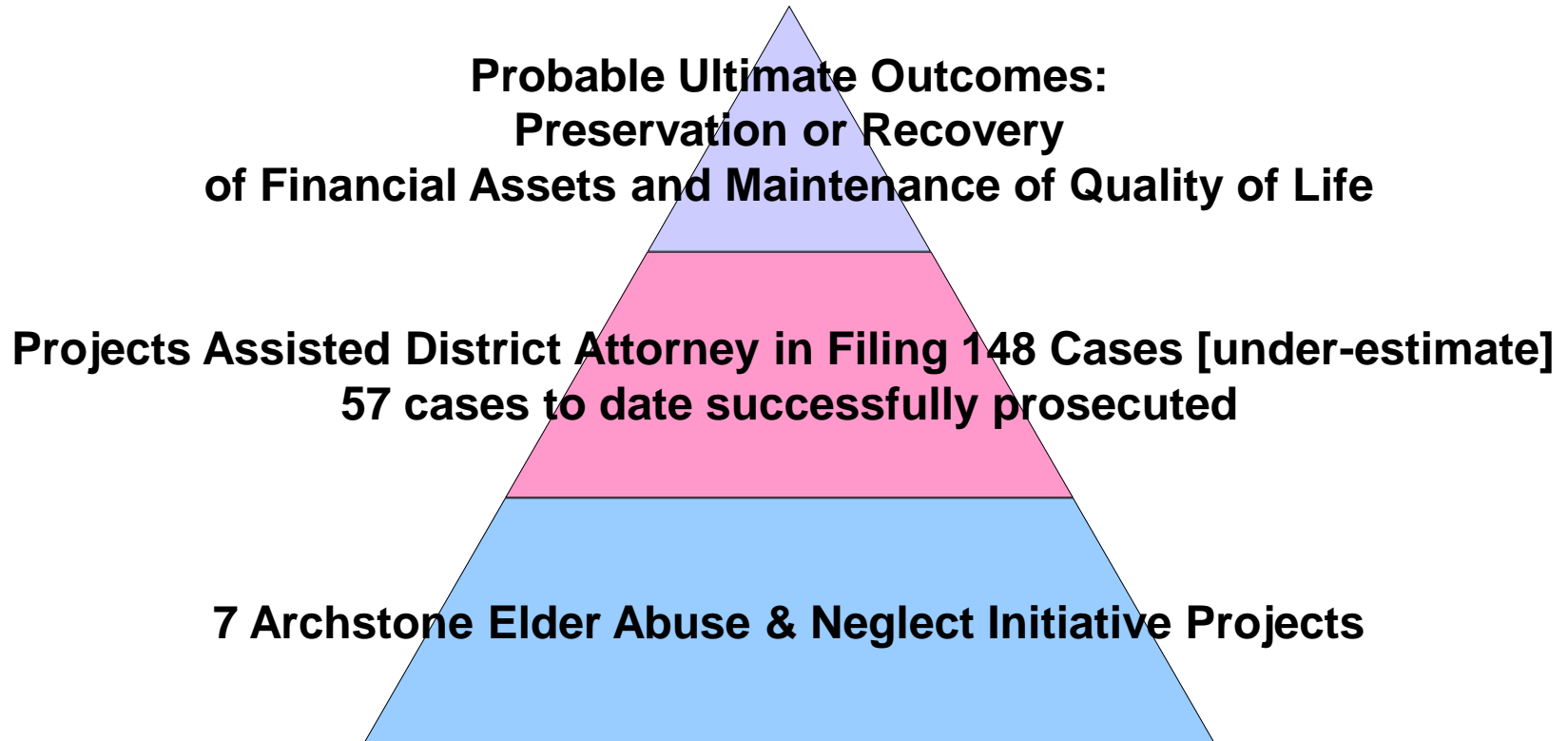
**Approximately 12,000 Hotline Screenings**

**15 Archstone Elder Abuse & Neglect Initiative Projects**

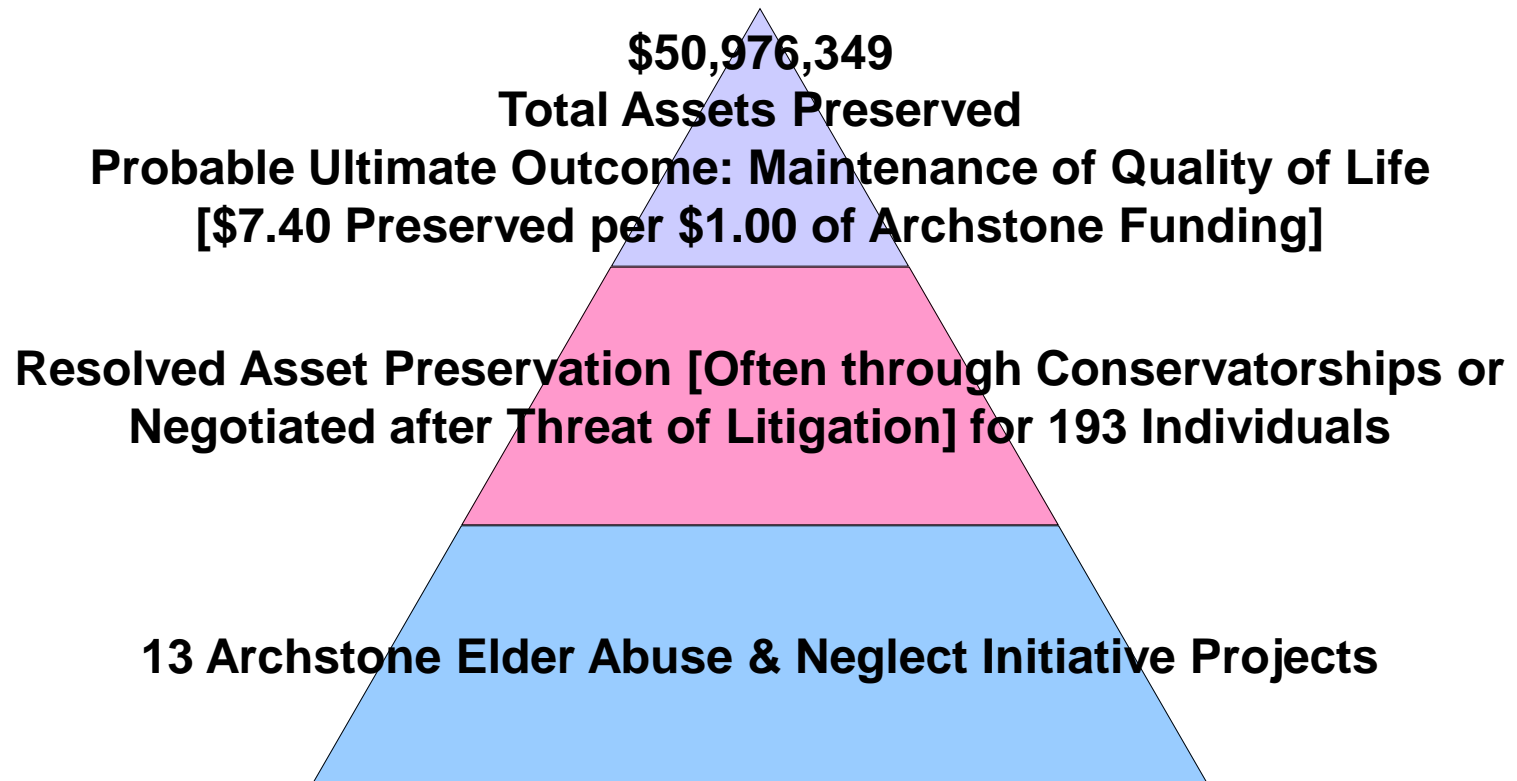
# Services and Early Client Outcomes [Years 1 – 5]



# District Attorney Filings [Years 1 – 5]

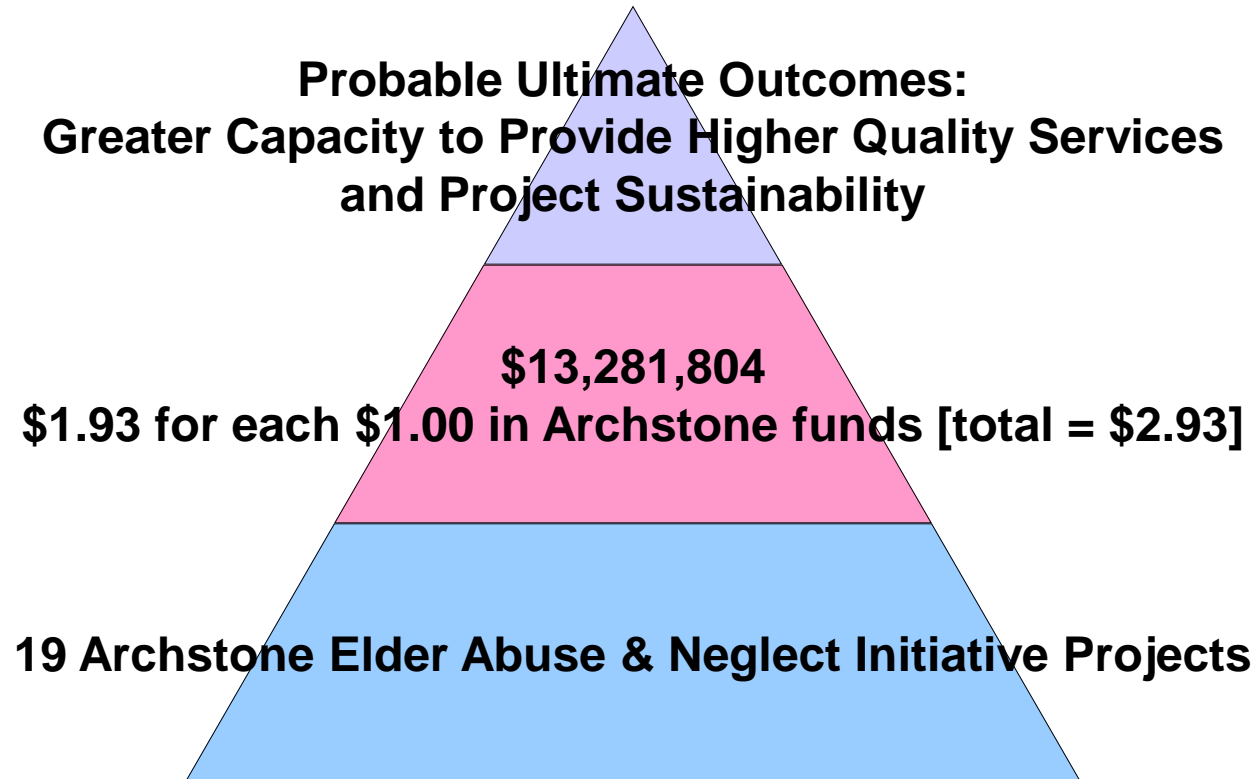


# Asset Preservation [Years 1 – 5]

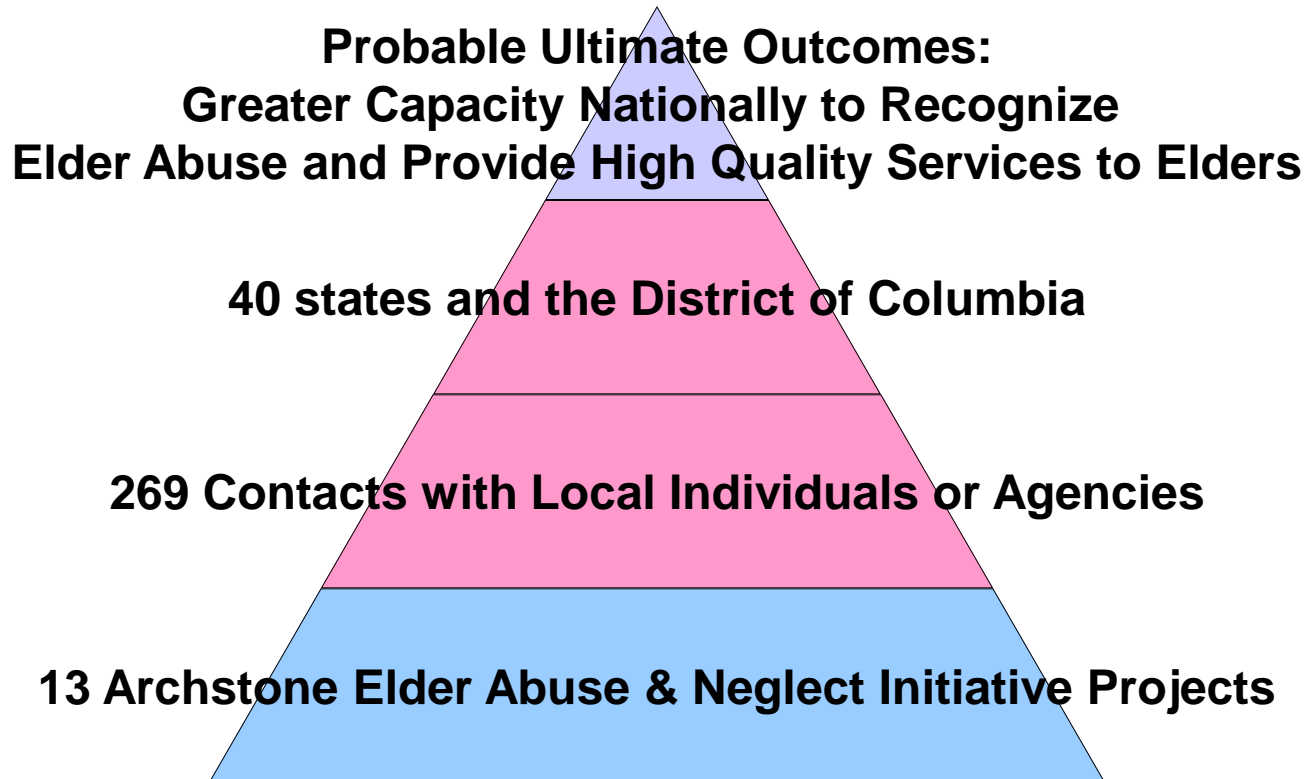




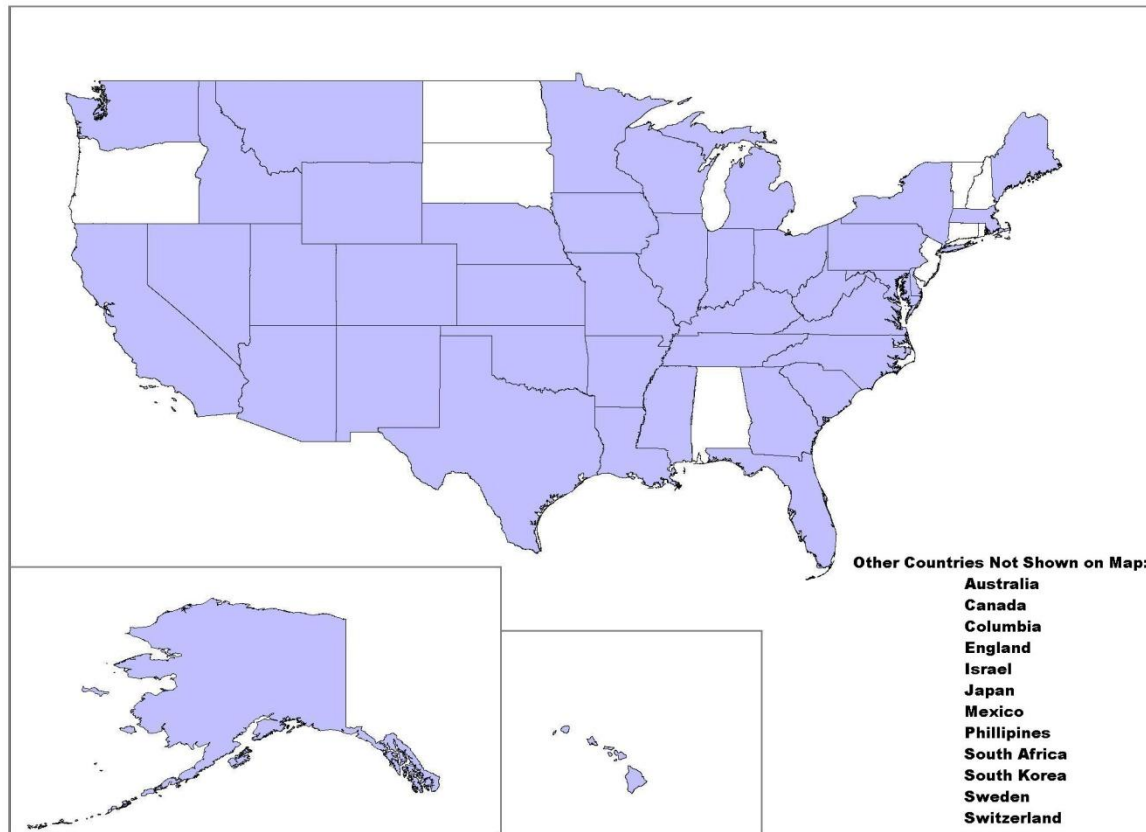
# Leveraged Resources [Years 1 – 5]



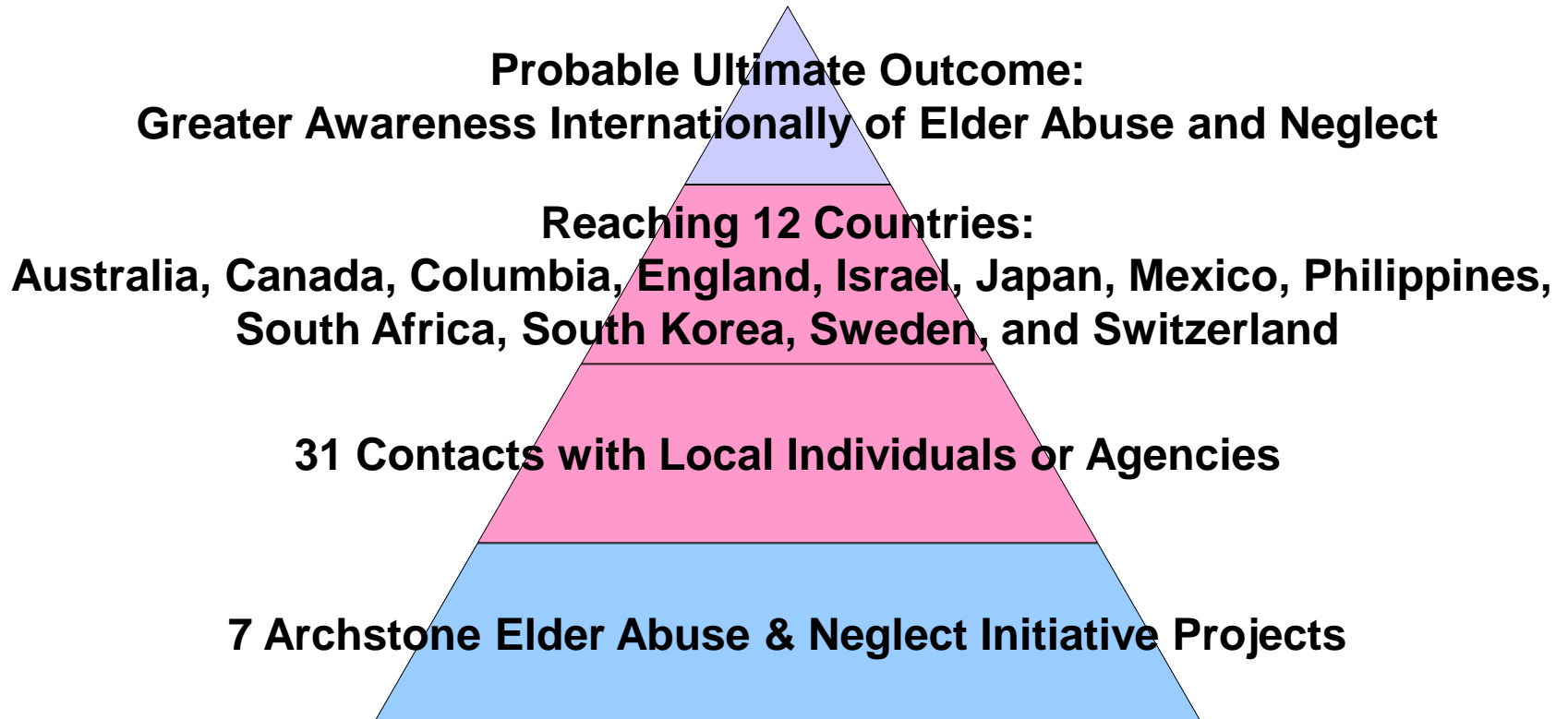
# Developing National Capacity [Years 1 – 5]



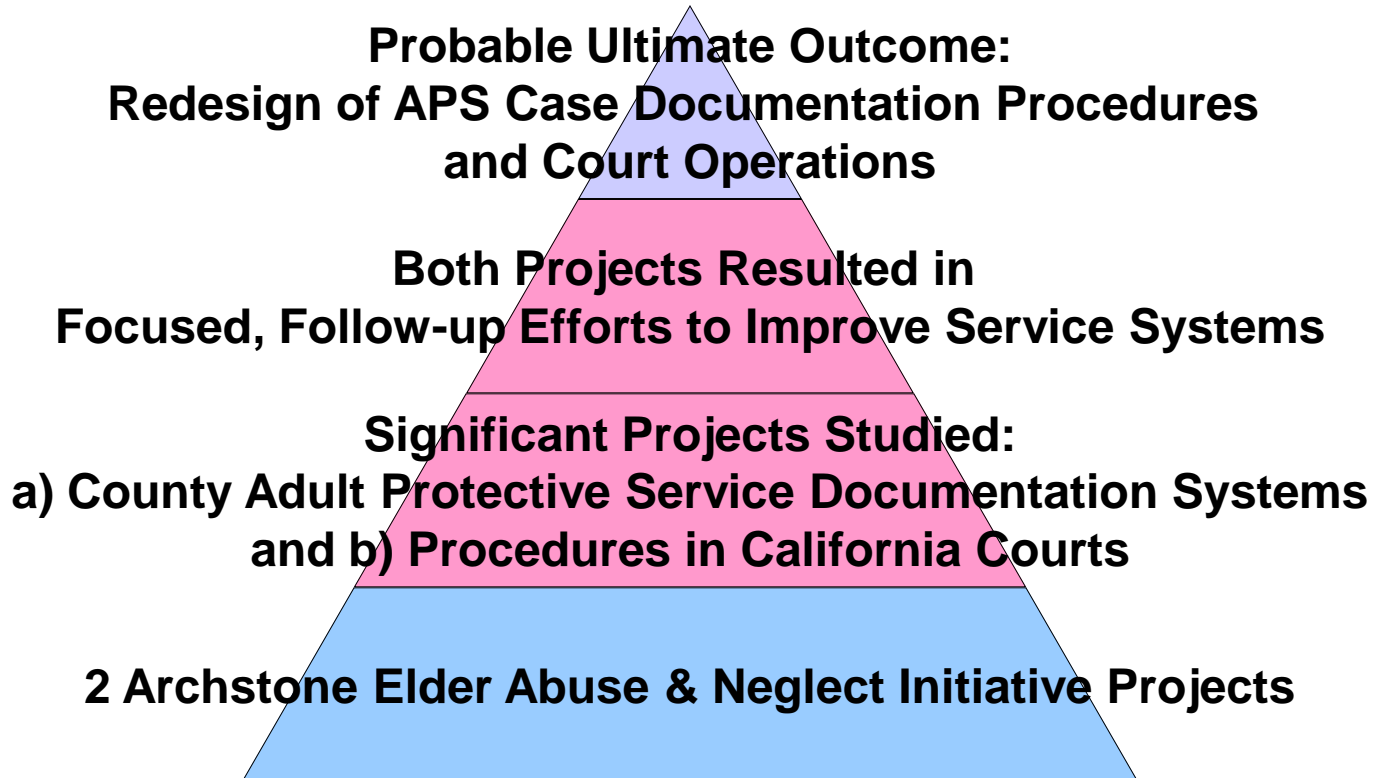
# States Benefitting from EANI Projects' Technical Assistance



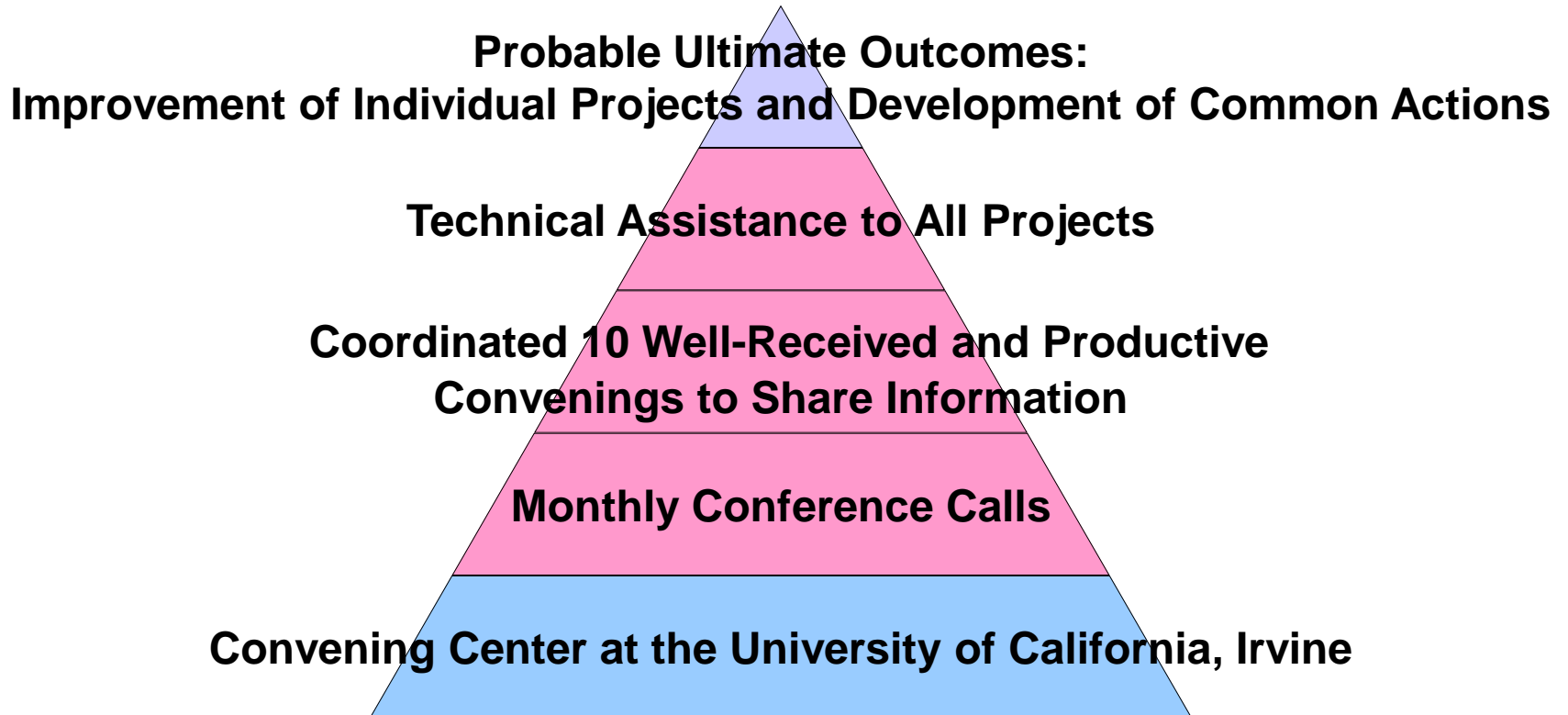
# **Raising International Awareness [Years 1 – 5]**



# **Systems Analysis [Years 1 – 5]**

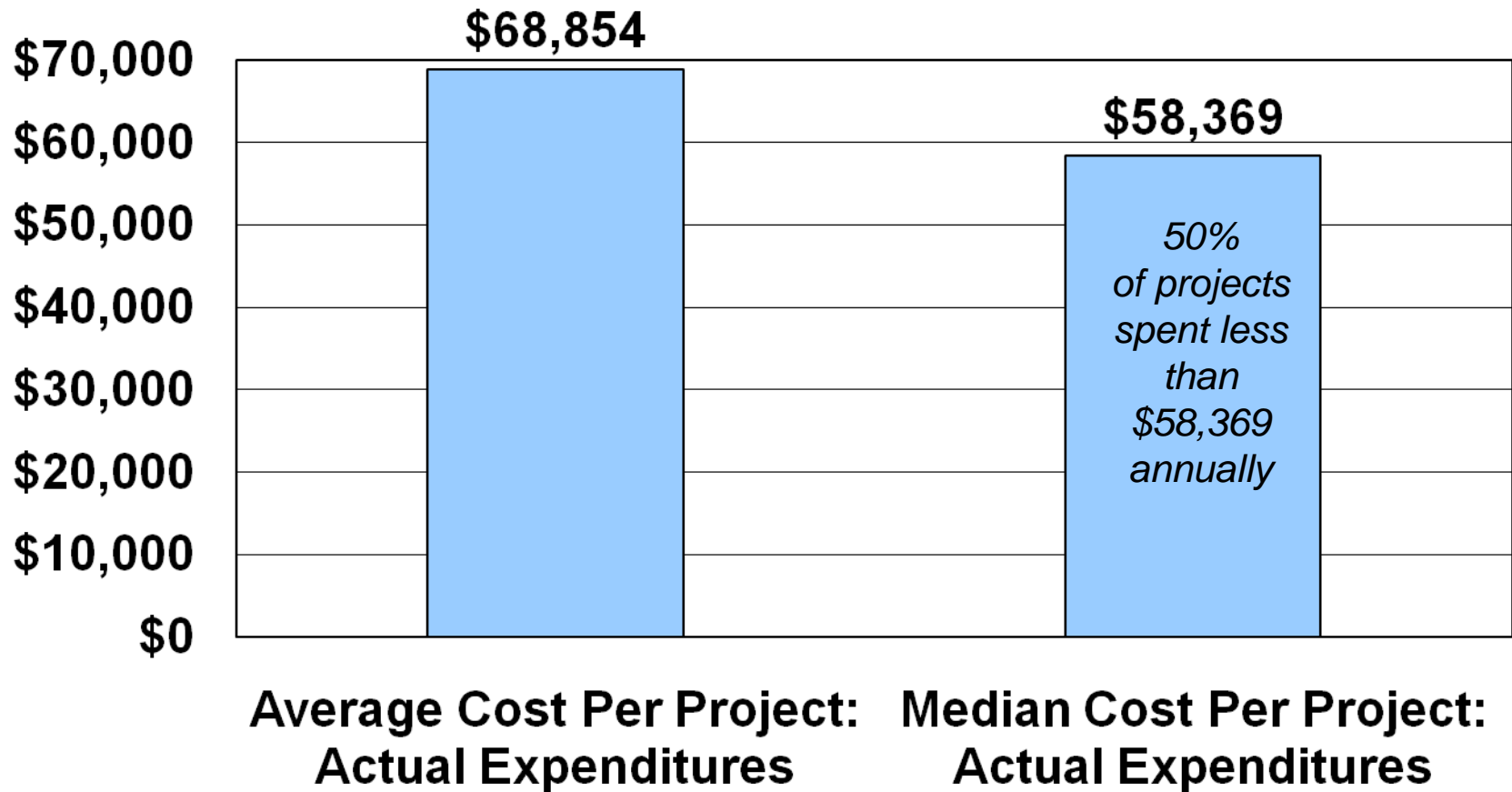


# Convening Center [Years 1 – 5]



# **Cost and Cost Effectiveness**

# What did the 20 Elder Abuse & Neglect Projects Cost *Per Year*?





## **For an average of about \$68,800 annually per project [multiplied by 20 projects] ...**

- Infrastructure was developed by all projects to permit more elder abuse services to be offered
- 26,136 mandated reporters trained
- 142,427 individuals at presentations
- 14,997 elders were screened for abuse
- 4,494 elders received professional assessments
- A total of \$50.9M in assets was preserved
- Projects assisted District Attorneys in 148 filings

# **Archstone EANI Convenings**

10 Convenings  
2 Special Meetings

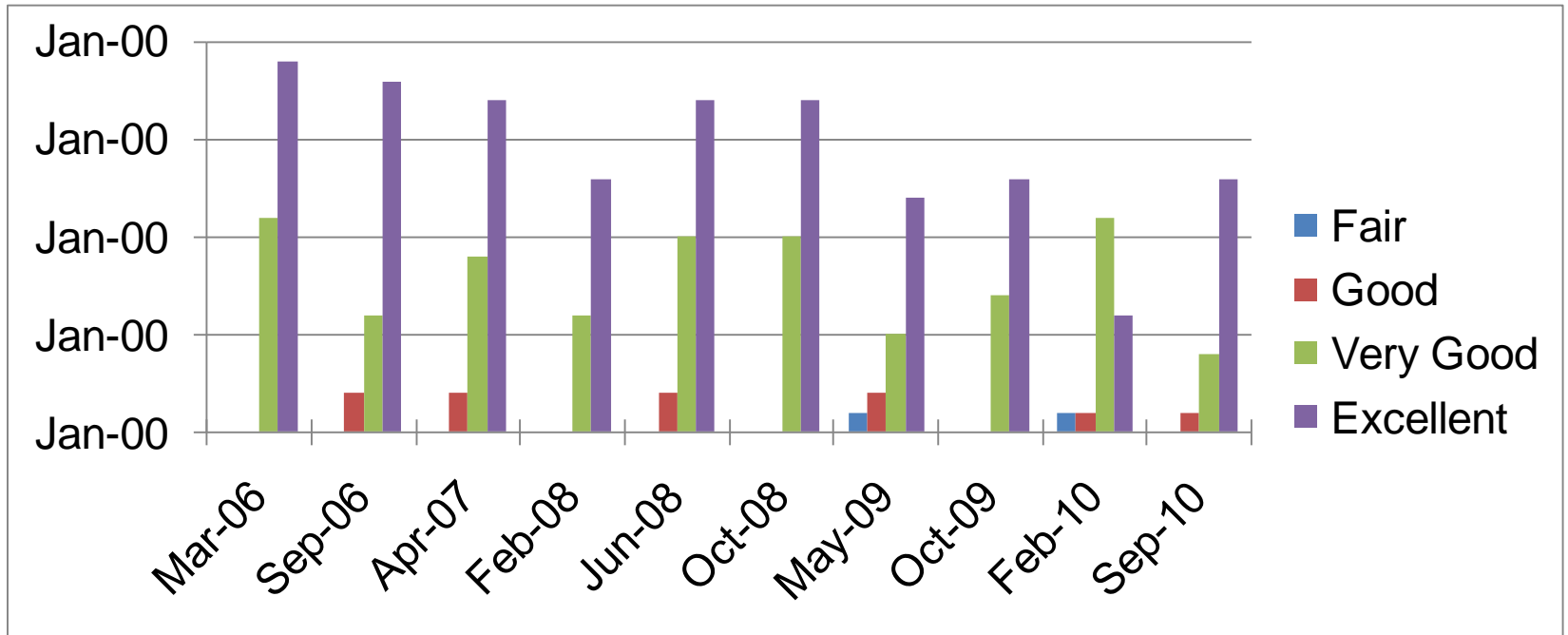
# Convening Attendance: Looking Back

Convening/Summit	Participants Who Attended ( <i>n</i> = 18)	
	n	%
<b>Phase I</b>		
March 2006 (Costa Mesa)	9	50.0%
September 2006 (Long Beach)	6	33.3%
April 2007 (San Jose)	8	44.4%
<b>Any Phase I Convening</b>	<b>9</b>	<b>50.0%</b>
<b>Phase II</b>		
February 2008 (Newport Beach)	11	61.1%
June 2008 (Costa Mesa)	14	77.8%
October 2008 (San Jose)	11	61.1%
March 2009 (ASA/NCOA; Las Vegas)	10	55.6%
May 2009 (Costa Mesa)	14	77.8%
October 2009 (San Francisco)	11	61.1%
February 2010 (Costa Mesa)	14	77.8%
April 2010 (CEJW Summit; San Francisco)	9	50.0%
September 2010 (Long Beach)	18	100.0%
<b>Any Phase II Convening/Summit</b>	<b>18</b>	<b>100.0%</b>
<b>All Convenings/Summit</b>	<b>4</b>	<b>22.2%</b>

- Data collected at the final Archstone EANI Convening, looking back at participation in Convenings and special events across Phases I & II

# Quantitative Feedback: Quality

- The majority of attendees rated the quality of the convenings as 'Very Good' or 'Excellent'



\*Data not included from the March 2009 Mini-Convening nor the April 2010 CA Statewide Summit, which had a different format and focus

# Qualitative Feedback: Usefulness

- Convenings seen as useful and productive
  - “Nice to work in small group that had clear objective and let us talk "nitty gritty" about our projects”
  - “Extremely valuable to have face-to-face time to work on materials, increase buy-in amongst stakeholders and network on initiatives”
  - “Didn't have many [networking connections] before-[now] have a better idea of who is around”

# Qualitative Feedback: Utilizing Resources

- Examples of resources gained from convenings and how to utilize them for their project
  - “[Better] Idea of [who are the] decision-makers and power players- [and] how to engage with both”
  - “I’m motivated to spend more time developing written materials on our project (that would explain it and make it easier for it to be replicated).”
  - “Meetings get better and better as we learn what resources to share!”

# Qualitative Feedback: Grantees

- Many commented on relationships formed with other Archstone grantees
  - “Having attended the larger sessions first, I was especially aware as we came together on [the following evening] how much of a very comfortable family this Archstone group has become”
  - “Thank you all for great job of continuing with the Initiative and in bringing us all together to learn and work together and see that all of our work is important and making a difference”
  - “The Convenings have become more useful/engaging over time as projects are maturing and developing more”

# Qualitative Feedback: Value

- Comments on overall value of convenings
  - “This convening has been very helpful in seeing the different approaches that can be used to replicate successful projects”
  - “These Convenings are invaluable for sharing ideas, problem-solving, social support, and future planning”
  - “I can't imagine not having the Convening as a resource for networking and brainstorming”



# Representative Project Successes

*... in the Projects' words ...*

# Representative Project Successes: Mandated Reporter Education & Training

- “The newly inspired lay leaders who form a core group for the new task force remain eager to stay involved in the project and carry it forward in their respective communities.”
- “[Project] has joined with other Adult Protective Service agencies... to ensure that our trainings meet the highest standards.”
- “On-line training to 70 full-time and 30 part-time School of Dentistry faculty is in progress.”

# Representative Project Successes: Multidisciplinary Team Development

- “About 20 professionals from the [local] Congressional District who are interested in senior issues have joined the Regional Senior Services Collaboration Planning Team.”
- “Through a comprehensive collaborative team approach involving county, state and city agencies, a senior was placed in a secured environment, which saved her life.”
- “The project has facilitated a new collaborative relationship among the District Attorney’s Office and the Sheriff’s Department, who are now actively contributing agencies on the team. This new collaborative relationship has resulted in increased service coordination for seniors.”

# Representative Project Successes: Forensic Centers & Center of Excellence

- “A success that should be highlighted this reporting period is the fact that the team has been able to obtain permanent restraining orders for almost all of the clients that we have gone to court for... It is an essential that restraining orders are granted to enforce peace and protect the safety of our clients.”
- “During this quarter, there has been an increased presence from the DA's office. The increase in attendance and participation has been instrumental in helping get Forensic Center cases filed in court for prosecution.”

# Representative Project Successes: Financial Protection

- “An 85-year-old legally blind man with dementia was coaxed into signing loan documents he could not see or understand. [Our project] sued the lender and brokers in federal court... As a result of [litigation], the monthly payment was brought down from \$2,200 to \$1,800. The elder also received a settlement from one of the brokers totaling \$40,000, and now gets to stay in his home.”

# Representative Lessons Learned

*... in the Projects' words ...*

# Representative Lessons Learned: Infrastructure Development

- “On site, co-located services facilitate relationship building among service providers and increases coordination of service delivery to victims.”
- “Although not everyone is able to attend all the meetings, participation of core members remains strong. Requests for technical assistance from the team are also sent out via email and many team members “respond to all” so that all can learn from an respond to the recommendations.”
- “An efficient intake and case management system is absolutely essential in making the highest and best use of the resources expended in the clinic. This is especially true since a “first come, first served” approach risks missing the opportunity to assist litigants coping with urgent situations...”

# Representative Lessons Learned: Trainings and Presentations

- “The session also highlighted the need for flexibility to take advantage of opportunities for presenting information on aging and elder abuse to students on an informal or ad hoc basis and adapting instruction to the needs of diverse groups.”
- “De-stigmatizing elder abuse is a slow process that is difficult to measure. All training and education efforts are directed toward altering existing perceptions about elder abuse...ultimately altering behavior to better address the problem.”



# Representative Lessons Learned: Client Assessments

- “There continue to be residents who refuse to be interviewed by ombudsman and other members of the task force during unannounced complaint visits. Residents continue to appear fearful of talking... and more outreach needs to be done to calm some of their fears.”
- “More emphasis [should be] placed on the forensic medical component of our wrap around model. There are specific times when a client and/or case is going to need certain specialized attention. It is necessary that we have someone on hand that can assist with these measures.”

# Representative Lessons Learned: Media and Community Outreach

- “Both word of mouth and more widely distributed information in the form of project newsletters and training events are very worthwhile in ‘getting the word out’ about the project and the problem of elder abuse.”
- “The participation of managers of service programs for victims not only helps to increase awareness of free services available, but can also expedite services – a small reminder of how valuable community connections can be to helping victims!”

# **Conclusions and Recommendations**

# Conclusions

- The projects of this Initiative are collectively exceptionally productive
- Service activity levels are high given funding levels
- Significant innovation is being produced
- Individual projects were managed in efficient and thoughtful ways
- This Initiative has produced prototypes that serve as national demonstration models

# Recommendations

- Organize project materials to permit future implementation by other organizations throughout the United States
- Produce concise summaries of what similar projects can accomplish and the benefits and cost of doing so
- Select representative projects for further funding, as possible, to continue to seed other resources to continue the work

# Ultimate Conclusion

- The Archstone Foundation funding has produced a number of service models and direct services that should be continued and replicated in California
- The work done has made a significant difference in how elder abuse and neglect is prevented, recognized, and treated and directly benefits the people of California

# The End

For more information contact:

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