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# It Takes a Community to Age Safely

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Resources to Safeguard Against Elder Abuse,  
Neglect and Financial Exploitation

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This Community Resource Guide was created by ElderSAFE™ Center, a program of Charles E. Smith Life Communities, to connect older adults—and the professionals, volunteers and caregivers who assist them—to community resources to promote safe and healthy living.



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## **Dear Community Members and Partners,**

ElderSAFE™ Center, a program of Charles E. Smith Life Communities, created this Community Resource Guide to assist older adults aging in place. This guide is designed to help community members—and the professionals, volunteers, family members, caregivers, faith and cultural leaders assisting them—to more easily connect to vital community resources. When older adults have appropriate services to meet their needs, they enjoy improved overall health and well-being.

We hope you will share this guide widely, especially through the Village Movement and the Maryland Community for Life Program. The Village Movement has been instrumental in supporting community members as they age in place, offering services including: transportation, assistance with household tasks and social activities. The Maryland Community for Life Program delivers key services to allow older adults to remain independent in their own homes, including transportation, home maintenance and resource referrals.

As ElderSAFE Center proudly celebrates its fifth year milestone, providing safe temporary shelter, education and advocacy on behalf of abused, neglected and financially exploited older adults, we are indebted to the community for entrusting us to carry out this vital mission of helping older adults age safely and with dignity. My heartfelt thanks to my valued team members Sydney Palinkas, community educator, who spearheaded the creation of this resource guide and provides vital community education to protect older adults, and KerryAnn Aleibar, program manager, who directs our client shelter and essential helpline services.

May our next five years be as fruitful in impacting the lives of all we aspire to serve as we respond to the vital and ever growing need to help older adults age in place safely and healthfully.

Warmest regards,

Tovah Kasdin  
Director, ElderSAFE Center

# ElderSAFE™ Center

ElderSAFE was established in 2014 as a comprehensive healthcare-based elder abuse prevention center serving abused, neglected and financially exploited older adults from Maryland, Washington D.C. and Northern Virginia. An award-winning program of Charles E. Smith Life Communities, ElderSAFE works in close collaboration with community partners to build a strong and effective response to elder abuse across our region.

- **Language-Accessible Helpline:** ElderSAFE receives referrals for temporary shelter and requests for community resources.
- **Temporary Shelter:** ElderSAFE provides safe temporary shelter and medical, therapeutic and counseling services in our long-term care and

independent living residences to eligible older adults who have been abused, neglected or financially exploited.

- **Education:** ElderSAFE provides free training to multidisciplinary professionals including medical, social service, legal, first responders, faith leaders and community members to recognize and respond appropriately to abuse, neglect and financial exploitation.
- **Advocacy:** ElderSAFE advocates to improve systems and laws to protect older adults from abuse, neglect and financial exploitation.

To make a referral or request a free training, call the ElderSAFE language accessible helpline: 301-816-5099 (Monday - Friday 9 a.m.-5 p.m.)

To learn more about the ElderSAFE Center visit: [www.smithlifecommunities.org/care-services/eldersafe-care](http://www.smithlifecommunities.org/care-services/eldersafe-care)

## EMERGENCY SERVICES

<b>Montgomery County Police Department</b>	<a href="http://www.montgomerycountymd.gov/pol">www.montgomerycountymd.gov/pol</a> Non-emergency: 301-279-8000   911
<b>Montgomery County Fire and Rescue Service</b>	<a href="http://www.montgomerycountymd.gov/mcfrs">www.montgomerycountymd.gov/mcfrs</a>   911
<b>Montgomery County 24-Hour Crisis Center</b>	Free emergency evaluations for individuals who are in crisis. <a href="http://www.montgomerycountymd.gov/HHS-Program/Program.aspx?id=BHCS/BHCS24hrcrisiscenter-p204.html">www.montgomerycountymd.gov/HHS-Program/Program.aspx?id=BHCS/BHCS24hrcrisiscenter-p204.html</a>   240-777-4000
<b>2-1-1 MARYLAND</b>	Free, 24-hour language accessible hotline for Maryland residents. Provides referrals to resources, including: housing, mental health, nutrition programs and more.   211
<b>National Capitol Poison Control Center</b>	Free, 24-hour hotline to answer questions regarding medication identification and consumption, contact with poisonous substances and other concerns. <a href="http://www.poison.org">www.poison.org</a>   1-800-222-1222
<b>The National Center for Disaster Fraud</b>	National hotline dedicated to preventing, investigating and prosecuting criminal conduct related to natural and man-made disasters and other emergencies, such as the coronavirus (COVID-19). <a href="http://www.justice.gov/disaster-fraud">www.justice.gov/disaster-fraud</a>   1-866-720-5721

## SUICIDE AND SELF-HARM CRISIS PREVENTION RESOURCES

<b>National Suicide Prevention Lifeline</b>	Free, 24-hour confidential support for people in distress, and their loved ones, in need of resources. <a href="http://www.suicidepreventionlifeline.org">www.suicidepreventionlifeline.org</a>   1-800-273-TALK (1-800-273-8255)
<b>The Friendship Line</b>	Free 24-hour crisis line specifically for older adults and adults with disabilities. Also offers non-emergency emotional support. <a href="http://www.agesmart.org/friendship-line">www.agesmart.org/friendship-line</a>   1-800-971-0016

# Understanding Elder Abuse

## WHAT IS ELDER ABUSE?

Elder abuse is the mistreatment of older adults, which can occur in any setting including the home, community or a facility. Older adults, and adults living with disabilities, often referred to as “vulnerable adults,” can be harmed in the following ways:

- **Physical Abuse:** Physical force (such as hitting or pushing) which may cause pain, harm or physical injury; inappropriate use of medications or physical restraints.
- **Sexual Abuse:** Any type of non-consensual sexual act.
- **Psychological Abuse:** Mistreatment that affects emotional or mental health including intimidation, threats, humiliation, belittlement or isolation.
- **Financial Exploitation:** Exploitation or misuse of an older person’s money, property or resources.
- **Neglect:** Willful deprivation of basic needs, including food, clothing, shelter, medication or personal hygiene.
- **Self-Neglect:** The inability to provide for one’s own physical or psychological needs which causes risk to the person’s health or safety.

## WHY IS IT IMPORTANT TO DISCUSS ELDER ABUSE?

Elder abuse affects five million people every year in the United States, yet it is often not discussed openly. Many people experiencing abuse remain silent and do not share their experiences because they are ashamed, afraid or simply do not know what to do or how to reach out for help. The reality is that one in 10 older adults is abused in their homes, but only one in 24 cases is reported.

Financial exploitation is even more prevalent but disclosed less frequently; only one in 44 cases of financial exploitation is reported. With growing frequency, scammers try to exploit older adults so they can gain access to their finances. This can occur

by pretending to be a “caring” friend, caregiver, romantic partner or falsely posing as someone from a government or charitable organization. In times of national emergencies, like the COVID-19 pandemic, scams surge as fraudsters capitalize on individual and community fears. Given this reality, it is very likely that there are older adults living in our communities who are experiencing abuse and might be in need of assistance.

## HOW DOES ELDER ABUSE OCCUR?

Elder abuse generally occurs within a relationship where there is an expectation of trust. People committing this abuse are often the ones closest to the older adult such as a spouse or partner, family member, friend, caregiver or stranger who forms a relationship of trust.

## HOW DOES ELDER ABUSE AFFECT OLDER ADULTS?

Elder abuse significantly affects a person’s quality of life. Older adults who have experienced abuse, neglect or financial exploitation have a 300 percent higher risk of pre-mature death than those who have not experienced abuse. They are three times more likely to be admitted to the hospital and four times more likely to be admitted to a nursing home. This is due to the devastating effects that elder abuse has on the physical and mental health of victims.

Elder abuse victims are more likely to experience:

- Depression
- Sleep disturbances
- Anxiety
- Exacerbation of pre-existing conditions
- Increased mental impairment
- Isolation and loneliness
- Post-Traumatic Stress Syndrome
- Decreased self-confidence
- Malnutrition and dehydration

# Elder Abuse Prevention

Older adults aging in place, especially those living alone, can take preventative steps to protect themselves and those they care about from harm by learning the signs of abuse and staying connected to resources in their communities. Everyone can play a role in preventing and intervening in cases of elder abuse.

## REDUCING SOCIAL ISOLATION:

Healthy relationships, fulfilling interests and community involvement are important for both mental and physical health. New studies have shown that loneliness is worse for your health than

smoking or obesity. Being socially isolated can lead to feelings of depression, anxiety, loss of appetite, sleep disruption and other mental and physical health issues. Social isolation can also greatly increase someone’s vulnerability to abuse.

Being connected to family and friends or civic, faith or cultural communities can increase a sense of belonging and reduce feelings of loneliness. Older adults can get involved by volunteering with a local Village, community center or faith or cultural group. Consider reaching out to those in your community who appear isolated. A simple phone call or offering a social invitation can make a big difference.

## RESOURCES FOR LONELINESS AND ISOLATION

<b>EveryMind – Friendly Visitor Program</b>	Friendship and emotional support for homebound, lonely older adults. EveryMind also offers money management services for individuals with a disability or mental illness who are unable to manage their own finances. <a href="http://www.Every-mind.org">www.Every-mind.org</a>   301-424-0656 ext. 511
<b>Maryland Senior Call Check Program</b>	A free daily, telephone safety check-in service. <a href="http://www.aging.maryland.gov/Pages/senior-call-check.aspx">www.aging.maryland.gov/Pages/senior-call-check.aspx</a> 1-866-50-CHECK (1-866-502-0560)

## TRANSPORTATION

<b>Call-n-Ride</b>	Discounted taxi rides for any purpose within Montgomery County and other select areas for medical reasons. They can also assist with grocery delivery. Eligibility: Must be low-income, at least 65 years old or 18-64 years old with a disability. <a href="http://www.montgomerycountymd.gov/DOT-Transit/seniors.html#Call-n-Ride">www.montgomerycountymd.gov/DOT-Transit/seniors.html#Call-n-Ride</a> 301-948-5409
<b>Jewish Council for the Aging (JCA)- Connect-A-Ride</b>	Free help from certified information and mobility specialists for older and disabled adults to find transportation, including schedules, benefits and eligibility requirements. <a href="http://www.accessjca.org/connect-a-ride">www.accessjca.org/connect-a-ride</a>   301-738-3252
<b>Jewish Council for the Aging (JCA)- VillageRides</b>	Free transportation to medical appointments, errands, social activities and more for older adults and adults with disabilities. <a href="http://www.accessjca.org/villagerides">www.accessjca.org/villagerides</a>   301-255-4212

## TRANSPORTATION *(continued)*

<b>Jewish Social Service Agency (JSSA) - Brenner Escorted Transportation</b>	Rides to medical appointments for a fee. <a href="http://www.jssa.org/get-help/seniors/transportation/brenner-transportation-program">www.jssa.org/get-help/seniors/transportation/brenner-transportation-program</a> 301-816-2633
<b>MetroAccess</b>	A shared-ride, door-to-door, para transit service for people whose disability prevents them from using bus or metro. <a href="http://www.wmata.com/service/accessibility/metro-access">www.wmata.com/service/accessibility/metro-access</a>   301-562-5360
<b>Montgomery County Senior Center Transportation</b>	Free transportation to Montgomery County senior centers and certain community centers. Eligibility: Montgomery County residents 55 years and older. 240-777-4925
<b>Senior Connection</b>	Free, escorted transportation service to medical appointments, social engagements and other activities. Eligibility: Montgomery County residents 60 years and older. <a href="http://www.seniorconnectionmc.org">www.seniorconnectionmc.org</a>   301-962-0820
<b>Transportation Network Directory</b>	A comprehensive listing of public, private and non-profit transportation in the Washington, D.C. metropolitan area,, focused on older adults and those with disabilities. <a href="http://www.montgomerycountymd.gov/HHS-Program/ADS/Transportation/Directory.html">www.montgomerycountymd.gov/HHS-Program/ADS/Transportation/Directory.html</a> 240-777-1246
<b>Washington Metropolitan Area Transit Authority (WMATA)</b>	Free and reduced fares for older adults and adults with disabilities on WMATA. <a href="http://www.wmata.com/fares/reduced.cfm">www.wmata.com/fares/reduced.cfm</a>   311

## RECREATION AND FITNESS RESOURCES

<b>Holy Cross Health – Senior Fit</b>	Free fitness classes led by certified fitness specialists for adults 55 and over. Classes offered throughout the Washington, D.C. metropolitan area. <a href="http://www.holycrosshealth.org/senior-fit-and-exercise">www.holycrosshealth.org/senior-fit-and-exercise</a>   301-557-7895
<b>Montgomery County Department of Recreation – Senior Programs</b>	Programs for individuals 55 and over to stay active and healthy, including travel programs, health and wellness services and fitness classes. <a href="http://www.montgomerycountymd.gov/rec/activitiesandprograms/seniors">www.montgomerycountymd.gov/rec/activitiesandprograms/seniors</a> 240-777-6840
<b>Suburban Hospital – Senior Shape and Specialty Exercise Classes</b>	An exercise program for adults 55 and over designed to improve and maintain balance, muscle strength, flexibility and cardiovascular strength. Classes are held year-round in community and senior centers. Visit the website for program costs. <a href="http://www.hopkinsmedicine.org/suburban_hospital/community_health/programs_services/senior_programs_heartwell.html">www.hopkinsmedicine.org/suburban_hospital/community_health/programs_services/senior_programs_heartwell.html</a>

## VOLUNTEERING

<b>Montgomery County Senior Volunteer Center</b>	50 and older volunteer network that connects skilled volunteers seeking purposeful opportunities with agencies needing specific assistance. <a href="http://www.montgomerycountymd.gov/senior/volunteer.html">www.montgomerycountymd.gov/senior/volunteer.html</a>   240-777-6840
<b>Metropolitan Oasis – Lifelong Learning Adventure</b>	A variety of volunteer opportunities including an intergenerational tutoring program. <a href="http://www.washington-metro.oasisnet.org">www.washington-metro.oasisnet.org</a>   301-469-6800, press 1, x211

## GENERAL RESOURCES FOR OLDER ADULTS

<b>AARP</b>	National resource for older adults and their families, providing information on fraud, caregiving, retirement, volunteering and more. <a href="http://www.aarp.org">www.aarp.org</a>   Fraud hotline: 877-908-3360
<b>Jewish Council for the Aging (JCA) - Senior Helpline and Homecare Resource Center</b>	Help finding services for older adults in the Washington D.C. metropolitan area, including home care, housing, job training, transportation and more. <a href="http://www.accessjca.org">www.accessjca.org</a>   240-290-3311 or 703-425-0999
<b>Maryland Community for Life</b>	Program for older adults aging in place, delivering key services such as home maintenance, transportation and community access. <a href="http://www.aging.maryland.gov/Pages/community-for-life.aspx">www.aging.maryland.gov/Pages/community-for-life.aspx</a>
<b>Montgomery County Aging and Disability Resource Unit</b>	Assistance for older adults and people with disabilities who are being abused, neglected or financially exploited. Resources are also available for caregivers of vulnerable adults. Concerned individuals can call anonymously if they choose. <a href="http://www.montgomerycountymd.gov/hhs-program/ads/adsadsresourceunit-p179.html">www.montgomerycountymd.gov/hhs-program/ads/adsadsresourceunit-p179.html</a>   240-777-3000
<b>Montgomery County Senior Site</b>	Connections and information about resources for older adults in Montgomery County, including employment, health, recreation, safety, housing, caregiver support, finances, transportation and volunteering. <a href="http://www.montgomerycountymd.gov/senior">www.montgomerycountymd.gov/senior</a>
<b>State Health Insurance Assistance Program (SHIP)</b>	Free Medicare insurance counseling and enrollment guidance. <a href="http://www.medicareabcd.org">www.medicareabcd.org</a>   301-255-4250
<b>The Village Movement</b>	Villages are local, volunteer-led organizations that support community members as they age in place. Each Village is unique, reflecting the character and needs of the community that creates it. While each Village is different, they often offer services to members including transportation services, help with household tasks and social activities. Montgomery County Villages: <a href="http://www.montgomerycountymd.gov/HHS-Program/ADS/Villages/villageslist.html">www.montgomerycountymd.gov/HHS-Program/ADS/Villages/villageslist.html</a>   240-777-1231 Washington, D.C. Area Villages: <a href="http://www.wavevillages.org">www.wavevillages.org</a>



## CAREGIVING - KNOWING WHEN TO ASK FOR HELP

A caregiver supports someone who cannot fully care for themselves. A caregiver's responsibility varies depending on the person's needs, ranging from helping with chores a few hours a week to round-the-clock medical support. Caregivers can be family members, spouses, partners, neighbors or paid professionals. Some individuals may have a combination of paid and unpaid caregivers to support their needs.

Caregiving is a big commitment and is often not planned. Care needs can be complex and ongoing. Caregivers may experience stress and financial hardship due to their role as caregivers. They may lack knowledge,

resources and time to adequately provide care. These factors can put the older or vulnerable adult at risk.

It may be time to ask for help, if someone's role as a caregiver has caused:

- A significant lack of sleep
- Changes to eating patterns and health
- Stress, worry, anxiety, depression
- Financial issues/a loss of income
- Conflicts in relationships

If you or someone you know is a caregiver in need of assistance, it is important to reach out for help.

## RESOURCES FOR CAREGIVERS

<b>Alzheimer's Association - National Capital Area Chapter</b>	Help dealing with the challenges of dementia and caregiving, including free education programs, care consultations and support groups. <a href="http://www.alz.org/nca">www.alz.org/nca</a>   24-hour helpline: 1-800-272-3900
<b>The Arc Montgomery County</b>	Free, short-term respite care. Eligibility: Montgomery County residents that are unpaid, live-in primary caregivers for vulnerable older adults. <a href="http://www.thearcmontgomerycounty.org">www.thearcmontgomerycounty.org</a>   301-984-5777 ext.1365
<b>Holy Cross Health Caregiver Resource Center</b>	Support, education, healthy aging tips for caregivers. <a href="http://www.holycrosshealth.org/caregivers-resource-center">www.holycrosshealth.org/caregivers-resource-center</a>   301-754-7152
<b>Metropolitan Oasis- Lifelong Learning Adventure</b>	Free support groups for people living with early stage memory loss and their care partners. <a href="http://www.washington-metro.oasisnet.org">www.washington-metro.oasisnet.org</a>   301- 469-6800, press 1, x211
<b>Montgomery County Caregiver Support Program</b>	Monthly e-newsletter and blog of practical caregiving supports and resources. <a href="http://www.montgomerycountymd.gov/senior/caregiver.html">www.montgomerycountymd.gov/senior/caregiver.html</a>
<b>National Alliance for Caregiving</b>	Connections to caregiving and disease specific resources, as well as research and advocacy. <a href="http://www.caregiving.org/resources">www.caregiving.org/resources</a>
<b>Respite Services of Montgomery County</b>	Short-term respite care. Eligibility: Montgomery County residents serving as the primary caregiver for a frail older adult, a child or an adult with a disability. Fees are on a sliding scale based on income. <a href="http://www.montgomerycountymd.gov/HHS-Program/Program.aspx?id=ADS/ADSRespiteCare-p235.html">www.montgomerycountymd.gov/HHS-Program/Program.aspx?id=ADS/ADSRespiteCare-p235.html</a>   301-816-9647
<b>Suburban Hospital- Cancer Caregiver Support Group</b>	Free, on-going monthly support group. Contact Barbara Doherty at 301-896-6782 or at <a href="mailto:bdoher4@jhmi.edu">bdoher4@jhmi.edu</a>

# Addressing Abuse, Neglect and Financial Exploitation

## RECOGNIZING ABUSE:

Depending on your personal and professional roles, you may interact closely with older adults in your community and have the ability to detect abuse earlier than others. When everyone knows the warning signs of abuse and how to report, older adults can receive services and reach safety much sooner.

Knowing the warning signs of elder abuse is essential for early intervention. Consider whether the older or vulnerable adult:

- Is fearful of their caregiver or someone in their life.
- Is isolated or lonely, not able to participate in their usual social activities and/or prevented from interacting with people privately.
- Is emotionally distressed, such as crying, agitation, depression, anxiety.
- Exhibits poor hygiene, such as soiled clothing or offensive body odor.
- Exhibits unexplained bruises, burns, cuts or welts.
- Is very worried about money—unable to pay for their daily living expenses and/or they are in debt and they aren't sure why.

## BARRIERS TO REACHING HELP AND REPORTING ABUSE:

Elder abuse is an extremely underreported issue. One reason is older adults face many barriers to reaching help and reporting the abuse they experience.

- **The older adult may not know this treatment is abusive:** Many people learn about relationships from those in their family and community. Unfortunately, those aren't always healthy or respectful models. Therefore, the older adult might not recognize these behaviors as signs of abuse.

- **Fear:** The older adult might be afraid of retaliation from the person hurting them or others in the family.
- **Shame:** Unfortunately, victims of all ages experience shame and stigma. This shame may be enhanced for older adults who are harmed by adult children or grandchildren.
- **Dependency:** The older adult may be dependent on the person hurting them. Their abuser may be their main caregiver, and they may fear that by reporting the abuse they will lose that help.
- **Worried about the abuser:** The older adult may want the abuse to stop but still deeply care for the person hurting them. They may worry that the person will be punished or taken away if they report.
- **Cognitive impairment:** If the older adult has a cognitive impairment, they may not be able to express what is happening to them. Additionally, the reports of those with cognitive impairments may be ignored or dismissed.

## HOW CAN YOU HELP TO REDUCE THESE BARRIERS?

If you have reason to believe that an older or vulnerable adult is experiencing abuse, neglect or financial exploitation, the most important thing you can do is to be supportive and empathetic. Having this conversation is sometimes difficult. Regardless, if you suspect that an older or vulnerable adult is being abused or mistreated, you should call Adult Protective Services (APS) to discuss your concerns.

Here are some tips and recommendation for this conversation:

- **Be in a safe place:** Safety means different things to different people, but find a private location where the person feels comfortable. Avoid talking when the person's family members or caregivers are present, as the older adult may not feel comfortable disclosing abuse in the presence of others.

- **Be non-judgmental:** Unfortunately, many victims of abuse feel shame and embarrassment about their experiences. Never place blame on the person for choices they have made. It is also important to remember that most abuse is committed by a close family member or loved one. The older adult might still love and deeply care for the person hurting them. Try not to add your own judgments or feelings to the situation.
- **Believe them:** When someone begins telling you their story, it is critical to let them know that you believe them. Many victims remain silent because they fear that they will not be believed. Additionally, do not discount the reports of individuals with dementia or other impairments.
- **Remember there is no 'right' way to react to abuse:** Everyone reacts differently to traumatic experiences. Some people cry. Others are angry and frustrated. Some want to share all the details of their experience. Others are quiet and withdrawn.
- **Let them know the abuse is not their fault:** Abusers often blame victims for the abuse or minimize their experiences. It is important to let the person know that they have the right not to be mistreated.
- **Remember your role:** It is not your job to investigate the case. If someone discloses abuse to you, you should report it to the police or Adult Protective Services (APS).

## REPORTING

You should call Adult Protective Services (APS) if you are concerned that an older or vulnerable adult:

- Is no longer able to provide for their own physical and mental health needs.
- Is being mistreated, harmed, neglected or financially exploited.
- Is at risk because they and/or their caregiver need additional services.

There are times when you may feel conflicted about reporting. You may be concerned about someone's welfare but may also be hesitant about taking action for fear of putting your personal relationships at risk. It is important to know that when reporting, you will not be required to disclose your name; you can report anonymously. Adult Protective Services (APS) will always keep your identity confidential and never share who made the report.

## WHAT WILL ADULT PROTECTIVE SERVICES DO?

When making a referral to Adult Protective Services (APS), you will be asked some information about the person you are concerned about, such as basic demographic information and the reason for your concern. Adult Protective Services (APS) will assess the case and decide the best next steps to assist the older or vulnerable adult. Adult Protective Services (APS) can arrange for counseling, medical services, legal services and emergency placement.

## ADULT PROTECTIVE SERVICES (APS)

<b>Montgomery County</b>	<a href="http://www.montgomerycountymd.gov/hhs-program/ads/adsadultprotectsvcs-p176.html">www.montgomerycountymd.gov/hhs-program/ads/adsadultprotectsvcs-p176.html</a> 240-777-3000
<b>Other Counties in Maryland</b>	<a href="http://www.dhs.maryland.gov/office-of-adult-services/adult-protective-services">www.dhs.maryland.gov/office-of-adult-services/adult-protective-services</a> 1-800-332-6347
<b>Washington, D.C.</b>	<a href="http://dhs.dc.gov/service/adult-protective-services-mandatory-reporters">dhs.dc.gov/service/adult-protective-services-mandatory-reporters</a> 202-541-3950
<b>Northern Virginia</b>	<a href="http://www.fairfaxcounty.gov/familyservices/older-adults/adult-protective-services">www.fairfaxcounty.gov/familyservices/older-adults/adult-protective-services</a> 703-324-7450

## RESOURCES FOR SURVIVORS OF DOMESTIC VIOLENCE AND SEXUAL ASSAULT

<b>National Domestic Violence Hotline (NDVH)</b>	<p>National confidential hotline for those experiencing domestic violence provides resources, information and emotional support.  <a href="http://www.thehotline.org">www.thehotline.org</a>   Free, 24-hour hotline: 1-800-799-7233</p>
<b>Maryland Coalition Against Sexual Assault (MCASA)</b>	<p>State sexual assault coalition, which can provide connections to local resources and support.  <a href="http://www.mcasa.org">www.mcasa.org</a>   800-983-7273</p>
<b>Maryland Network Against Domestic Violence (MNADV)</b>	<p>State domestic violence coalition, which can provide connections to local resources and support.  <a href="http://www.mnadv.org">www.mnadv.org</a>            Monday - Friday from 9 a.m.-5 p.m. 1-800-MD-HELPS (1-800-694-9511)</p>
<b>Montgomery County Family Justice Center</b>	<p>Free services for victims of domestic violence, including: an initial needs assessment, assistance in obtaining a protective order, legal services, emergency services, counseling and investigative services.  <a href="http://www.montgomerycountymd.gov/fjc">www.montgomerycountymd.gov/fjc</a>   240-773-0444</p>
<b>Montgomery County Abused Persons Program</b>	<p>Walk-in services for survivors of domestic violence, including victim assistance services and counseling. Eligibility: Montgomery County residents. Victim assistance services are free. Counseling fees are on sliding scale based on income.  <a href="http://www.montgomerycountymd.gov/hhs-program/bhcs/bhcsabusedperson-p207.html">www.montgomerycountymd.gov/hhs-program/bhcs/bhcsabusedperson-p207.html</a>            240-777-4195</p>
<b>Montgomery County Victim Assistance and Sexual Assault Program (VASAP)</b>	<p>Assistance for victims of sexual assault and other crimes, including referrals, advocacy, counseling and compensation services. Offers support groups, including a group for parents abused by adult children. Eligibility: Montgomery County residents.  <a href="http://www.montgomerycountymd.gov/hhs-program/bhcs/vasap/vasapindex.html">www.montgomerycountymd.gov/hhs-program/bhcs/vasap/vasapindex.html</a>            24-hour crisis hotline: 240-777-4357</p>
<b>AYUDA</b>	<p>Legal services, social services and language services for all immigrants experiencing domestic violence.  <a href="http://www.ayuda.com">www.ayuda.com</a>   240-594-0600</p>
<b>Jewish Coalition Against Domestic Abuse (JCADA)</b>	<p>Free services to victims of trauma and power-based violence including counseling, legal services and victim advocacy.  <a href="http://www.jcada.org">www.jcada.org</a>   Free, confidential helpline Monday – Friday:            1-877-88-JCADA (1-877-885-2232)</p>

# Resources to Meet Basic Needs

## HOUSING RESOURCES

<b>Housing Opportunities Commission (HOC) of Montgomery County</b>	Affordable housing and support services to low and moderate income families and individuals in Montgomery County. <a href="http://www.hocmc.org">www.hocmc.org</a>   240-627-9400
<b>Housing Unlimited</b>	Affordable, independent housing for adults in mental health recovery. <a href="http://www.housingunlimited.org">www.housingunlimited.org</a>   301-592-9314
<b>Interfaith Works</b>	An interfaith coalition-serving individuals in Montgomery County that are low-income or homeless. Programs include a clothing center, emergency assistance, housing services and vocational services. <a href="http://www.iworksmc.org">www.iworksmc.org</a>   301-762-8682
<b>Jewish Foundation for Group Homes</b>	Social and housing programs for adults living with learning, developmental and intellectual disabilities. <a href="http://www.jfgh.org/social-programs">www.jfgh.org/social-programs</a>   240-283-6000

## NUTRITION AND FOOD RESOURCES

<b>Food and Friends</b>	Meals, groceries and nutrition counseling to people with life-challenging illnesses. Determination of eligibility is entirely health-based, no requirements for income or insurance coverage. <a href="http://www.foodandfriends.org">www.foodandfriends.org</a>   202-269-2277
<b>Manna Food Center</b>	Mobile food pantries, a farm to food bank, nutritional education and more for those experiencing food insecurity. <a href="http://www.mannafood.org">www.mannafood.org</a>   301-424-1130
<b>Montgomery County Senior Nutrition Hotline</b>	Information from a registered dietitian about nutrition, health, food and diet concerns. The Hotline is available Wednesdays, 9-11 a.m. <a href="http://www.montgomerycountymd.gov/HHS-Program/Program.aspx?id=ADS/ADSSeniorNutr-p190.html">www.montgomerycountymd.gov/HHS-Program/Program.aspx?id=ADS/ADSSeniorNutr-p190.html</a>   240-777-1100
<b>Montgomery County – Senior Nutrition Program</b>	Hot meals at lunchtime at eight senior centers across the county. Donations requested but not required. Referrals are also provided for home delivered meal services. <a href="http://www.montgomerycountymd.gov/rec/activitiesandprograms/seniors/nutrition.html">www.montgomerycountymd.gov/rec/activitiesandprograms/seniors/nutrition.html</a>   240-777-3810
<b>Nourish Now</b>	Food bank open to the public. Appointments are required. <a href="http://www.nourishnow.org">www.nourishnow.org</a>   301-330-0222

# Mental Health and Wellness Resources

## GENERAL MENTAL HEALTH RESOURCES

<b>Adventist Counseling</b>	Mental health treatment including individual and family therapy, education and medication management. Contact your insurance provider about individual coverage. <a href="http://www.adventisthealthcare.com/services/mental-health/counseling-therapy">www.adventisthealthcare.com/services/mental-health/counseling-therapy</a> 1-800-204-8600
<b>Affiliated Santé Group</b>	Free services in English and Spanish, including in-home therapy, family therapy, support groups and mental health support for caregivers. Eligibility: Montgomery County residents that are at least 60 years old and homebound. <a href="http://www.thesantegroup.org">www.thesantegroup.org</a>   301-572-6585 ext. 2190
<b>Aspire Counseling</b>	Office and community-based therapy and support groups for older adults. Eligibility: Montgomery County residents. Medicare accepted. Contact your insurance provider about individual coverage. <a href="http://www.we-aspire.org">www.we-aspire.org</a>   301-978-9750
<b>EveryMind</b>	Individual and family counseling provided in a community-based setting. Eligibility: Clients must be low-income, uninsured and newly arrived Spanish and French-speaking immigrants living in Montgomery County. Services are also available for individuals with Medicaid. <a href="http://www.every-mind.org">www.every-mind.org</a>   301-424-0656
<b>Jewish Social Services Agency (JSSA)</b>	Office and home-based counseling services designed to assist older adults in maintaining their independence. Geriatric care managers are also available to assist older adults and their families with a wide range of services, including: managing medical appointments, home repair coordination, monitoring home care services and safety concerns. <a href="http://www.jssa.org/get-help/seniors">www.jssa.org/get-help/seniors</a>   301-816-2633
<b>MedStar Montgomery Medical Center- Senior Outpatient Program</b>	A therapeutic and educational group for adults 65 and older with mood, thought and anxiety disorders. Contact your insurance provider about individual coverage. <a href="http://www.medstarmontgomery.org/our-services/behavioral-health/treatments">www.medstarmontgomery.org/our-services/behavioral-health/treatments</a> 24-hour crisis line: 301-774-8888   Evaluation Center: 301-774-8800
<b>Montgomery County - Adult Behavioral Services</b>	Outpatient mental health program, including individual and group therapy and case management. Private insurance not accepted. Accepts Maryland Medical Assistance, PAC and Medicare. Clients won't be turned away due to inability to pay. <a href="http://www.montgomerycountymd.gov/HHS-Program/Program.aspx?id=BHCS/BHCSAdultmentalhealth-p321.html">www.montgomerycountymd.gov/HHS-Program/Program.aspx?id=BHCS/BHCSAdultmentalhealth-p321.html</a>   240-777-1770
<b>National Alliance on Mental Illness (NAMI)</b>	Peer-led education and support programs for those affected by serious mental illnesses. <a href="http://www.namimd.org">www.namimd.org</a>   1-877-878-2371

## MENTAL HEALTH RESOURCES *(continued)*

<b>On Our Own of Montgomery County</b>	Peer support services for individuals experiencing mental health challenges. Annual fee charged. <a href="http://www.oomc.org">www.oomc.org</a>   240-683-5555
<b>The Pro Bono Counseling Project</b>	Individual, couples and family therapy for those experiencing stress, anxiety, sadness, grief, transition, relationship issues and more. <a href="http://www.probonocounseling.org">www.probonocounseling.org</a>   410-825-1001

## ARE YOU CONCERNED ABOUT YOUR ALCOHOL OR DRUG USE?

Has your substance use stopped you from fulfilling responsibilities? Has your substance use caused issues in your relationships? Are you increasingly using alcohol or drugs to feel better?

## SUBSTANCE ABUSE TREATMENT RESOURCES

<b>Alcoholics Anonymous</b>	Free, anonymous peer support to address alcohol abuse. <a href="http://www.marylandaa.org">www.marylandaa.org</a>
<b>Adventist Healthcare</b>	Counseling to address substance use and help finding alternative coping methods. Contact your insurance provider about individual coverage. <a href="http://www.adventisthealthcare.com/services/mental-health/substance-abuse-treatment">www.adventisthealthcare.com/services/mental-health/substance-abuse-treatment</a> 1-800-204-8600
<b>MedStar Montgomery Medical Clinic</b>	Inpatient and outpatient addiction treatment services. Contact your insurance provider about individual coverage. <a href="http://www.medstarmontgomery.org/our-services/behavioral-health">www.medstarmontgomery.org/our-services/behavioral-health</a> 24-hour crisis line: 301-774-8888   Evaluation Center: 301-774-8800
<b>Narcotics Anonymous</b>	Free, anonymous peer support to address substance abuse. <a href="http://www.cprna.org/our-areas/info/montgomery-area">www.cprna.org/our-areas/info/montgomery-area</a>

## ARE YOU CONCERNED ABOUT YOUR GAMBLING?

Is your gambling causing financial problems? Have you lied to loved ones about your gambling? Has gambling become a way to calm your nerves, feel better or reduce loneliness?

## PROBLEM GAMBLING TREATMENT RESOURCES

<b>Gamblers Anonymous</b>	Free, anonymous peer support for issues related to gambling. <a href="http://www.gamblersanonymous.org/ga">www.gamblersanonymous.org/ga</a>   855-222-5542
<b>Maryland Council on Problem Gambling</b>	Free 24-hour helpline providing support and referrals. <a href="http://www.mdproblemgambling.com/getting-help">www.mdproblemgambling.com/getting-help</a>   1-800-GAMBLER (1-800-426-2537)

## PROBLEM GAMBLING TREATMENT RESOURCES *(continued)*

<b>MedStar Montgomery Medical Clinic</b>	Inpatient and outpatient addiction treatment services. Contact your insurance provider about individual coverage. <a href="http://www.medstarmontgomery.org/our-services/behavioral-health">www.medstarmontgomery.org/our-services/behavioral-health</a> 24-hour crisis line: 301-774-8888   Evaluation Center: 301-774-8800
<b>National Problem Gambling Helpline</b>	Free 24-hour helpline for those worried about their gambling. <a href="http://www.ncpgambling.org/state/maryland">www.ncpgambling.org/state/maryland</a>   1-800-522-4700

## ARE YOU HAVING TROUBLE WITH HOARDING?

Is it extremely difficult for you to throw things away? Do you have trouble keeping your home safe/clean due to clutter? Have you experienced relationship/social issues due to a buildup of items?

## HOARDING TREATMENT RESOURCES

<b>Children of Hoarders, Inc.</b>	A non-profit organization run by children of hoarders for children of hoarders, dedicated to raising awareness and sharing resources. <a href="http://www.childrenofhoarders.com">www.childrenofhoarders.com</a>
<b>Clutterers Anonymous</b>	Free, peer to peer support for individuals struggling with hoarding. <a href="http://www.clutterersanonymous.org">www.clutterersanonymous.org</a>   866-402-6685
<b>Gaithersburg Hoarding Task Force</b>	Assistance and support to individuals and their families to help manage their hoarding and remain safely in their homes. <a href="http://www.gaithersburgmd.gov/services/community-services/hoarding-task-force">www.gaithersburgmd.gov/services/community-services/hoarding-task-force</a> 301-258-6395
<b>Resource List for Hoarding Situations</b>	<a href="http://www.gaithersburgmd.gov/Home/ShowDocument?id=3022">www.gaithersburgmd.gov/Home/ShowDocument?id=3022</a>

## HOSPICE AND BEREAVEMENT SERVICES

<b>CaringMatters</b>	Community-based, non-medical hospice services including respite, companionship, emotional support, errands, bereavement support groups and meal preparation. Eligibility: Montgomery County resident. <a href="http://www.caringmatters.org">www.caringmatters.org</a>   301-990-0854
<b>Jewish Social Services Agency (JSSA)</b>	Community-based medical and support hospice services, including care coordination, pain management, nutritional advice and emotional support. Bereavement support offered following the loss of a loved one. <a href="http://www.jssa.org/get-help/hospice">www.jssa.org/get-help/hospice</a>   301-816-2676
<b>Montgomery Hospice</b>	Community and facility-based medical and support hospice services. Free bereavement services for Montgomery County residents, including support groups and workshops. <a href="http://www.montgomeryhospice.org">www.montgomeryhospice.org</a>   301-921-4400



# Resource for Specific Groups

## RESOURCES FOR THE AFRICAN AMERICAN AND CARRIBEAN COMMUNITY

<b>African American Health Initiative</b>	An initiative to eliminate health disparities and improve the quality of life for African Americans and people of African descent, with specific focuses on heart health, diabetes, cancer, STIs/HIV, mental health and oral health. <a href="http://www.aahpmontgomerycounty.org">www.aahpmontgomerycounty.org</a>   240-777-1833
<b>African and Caribbean Immigration and Social Services (ACISS) Inc.</b>	Comprehensive immigration and related social services to underserved immigrants. <a href="http://www.acissinc.org">www.acissinc.org</a>   240-893-1160
<b>Ethiopian Community Center in Maryland</b>	Community services for the Ethiopian community, including employment, health and education. <a href="http://www.ethioccmd.org">www.ethioccmd.org</a>   240-839-7805

## RESOURCES FOR THE ASIAN AMERICAN COMMUNITY

<b>Asian American Health Initiative</b>	An initiative to improve the health and wellness of Asian Americans, including health education, language interpretation for patients and resource connections. <a href="http://www.aahiinfo.org">www.aahiinfo.org</a>   240-777-4517
<b>Asian/Pacific Islander Domestic Violence Resource Project (DVRP)</b>	Free and confidential services, in over 20 Asian/Pacific Islander languages, for survivors of sexual and domestic violence. <a href="http://www.dvrp.org">www.dvrp.org</a>   Helpline: 202-833-2233
<b>ASHA for Women</b>	Empowerment and support for South Asian women experiencing domestic violence and elder abuse. <a href="http://www.ashaforwomen.org">www.ashaforwomen.org</a>   Senior & Caregivers Helpline: 1-833-999-9080
<b>Association of Vietnamese Americans</b>	Education, advocacy and direct services for the Vietnamese community. <a href="http://www.avaus.org">www.avaus.org</a>   301-588-6862
<b>Chinese American Senior Services Association</b>	Services and social activities for Chinese American older adults. <a href="http://www.cassaseniors.org">www.cassaseniors.org</a>   301-679-3308
<b>CCACC Adult Day Healthcare Center</b>	Adult day healthcare center serving the Chinese American community. <a href="http://www.ccaccaduldaycare.org">www.ccaccaduldaycare.org</a>   301-820-7200
<b>Korean Community Service Center of Greater Washington</b>	Services for survivors of domestic violence, including case management, counseling and legal assistance. They also offer a senior academy, offering continuing education for older adults. <a href="http://www.kcscgw.org">www.kcscgw.org</a>   24-hour domestic violence hotline: 1-888-987-4561

## RESOURCES FOR THE ASIAN AMERICAN COMMUNITY *(continued)*

<b>Korean Society of Maryland</b>	Programs and direct services for the Korean community in Maryland. <a href="http://www.koreanmd.org">www.koreanmd.org</a>   410-772-5393
<b>Vietnamese American Services</b>	Programs and services for the Vietnamese community, including friendly visitor programs for isolated older adults. <a href="http://www.vasusa.org">www.vasusa.org</a>   301-646-5852
<b>Vietnamese Literacy and Artistic Club</b>	Social activities and training that work to embrace Vietnamese American culture. <a href="http://www.vnlac.org">www.vnlac.org</a>   240-688-2024

## RESOURCES FOR THE LATINO/A COMMUNITY

<b>CASA de Maryland</b>	Adult education, health services, legal services, citizenship services and financial education for the Latino and immigrant community. <a href="http://www.wearecasa.org">www.wearecasa.org</a>
<b>Latino Health Initiative</b>	An initiative to improve the quality of life for Latinos, including resources referrals and healthcare navigators. <a href="http://www.lhiinfo.org/en">www.lhiinfo.org/en</a>   240-777-3221

## RESOURCES RELATED TO FAITH

<b>American Muslim Senior Society</b>	Education and community dialogues promoting the health and wellness of caregivers and older adults in the Muslim community, including a Halal Meals on Wheels Program and Health and Long-Term Care Outreach Ambassadors Program, which is dedicated to diverse, isolated, under-served, older adults and caregivers to essential services and resources. <a href="http://www.amssmd.org">www.amssmd.org</a>
<b>Muslim Community Center</b>	Supportive services for the Muslim community, including a senior program. The senior program offers friendly visiting services, respite care, transportation assistance, a food pantry, referral services and more. <a href="http://www.mccmd.org">www.mccmd.org</a>   301-384-3454
<b>Peaceful Families Project</b>	Community education and resource referrals to address all forms of violence within Muslim families. <a href="http://www.peacefulfamilies.org">www.peacefulfamilies.org</a>   540-324-8818
<b>Safe Havens Interfaith Partnership Against Domestic Violence and Elder Abuse</b>	A national interfaith organization that provides resources and training to professionals in faith communities serving survivors of domestic violence and elder abuse. <a href="http://www.interfaithpartners.org">www.interfaithpartners.org</a>   617-951-3980

## RESOURCES FOR VETERANS AND THEIR FAMILIES

<b>AMVETS Heal Program</b>	Free mental and physical health resources, connections and support. <a href="http://www.amvets.org/vet-heal">www.amvets.org/vet-heal</a>   Free Helpline: 1-833-VET-HEAL (1-833-838-4325)
<b>Give An Hour</b>	Free mental health counseling services to all active duty service members, Veterans and their loved ones. <a href="http://www.giveanhour.org">www.giveanhour.org</a>
<b>Silver Spring Vet Center</b>	Free services to veterans, including help navigating benefits, referrals, assistance with basic needs and counseling for PTSD, substance abuse and relationship issues. <a href="http://www.vetcenter.va.gov">www.vetcenter.va.gov</a>   301-589-1073
<b>Steven A. Cohen Military Family Clinic at Easterseals</b>	Free behavioral health care for veterans, their families and their caregivers. <a href="http://www.easterseals.com/DCMDVA/our-programs/cvn-home.html">www.easterseals.com/DCMDVA/our-programs/cvn-home.html</a>   240-847-7500

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Thank you for using this Community Resource Guide. We hope you found these resources useful. We want to make sure this information stays up to date. Please email [eldersafeinfo@ceslc.org](mailto:eldersafeinfo@ceslc.org) with any updates or changes to the above resources.

It takes a community to safeguard older adults from abuse, neglect and financial exploitation and everyone has a vital role to play. The most important thing to remember is if you are concerned about an older or vulnerable adult's welfare you should say something as soon as possible and connect them to appropriate resources, so they can stay safe, healthy and happy aging in place.



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