

## Case Management for Elderly Victims of Crime

There are many seniors in our community who, unfortunately, have been victims of crime or abuse. Often these seniors lack the support systems needed to overcome and prevent further harm.

The Department of Human Services has been awarded a Victims of Crime Act Grant for this Case Management project. The goal of this project is to improve services to elderly victims of crime, including elder abuse, neglect, or financial exploitation. The project provides eligible seniors and their families with services designed to assist elderly individuals to live in the environment of their choice free from further victimization.



Further information can be found in section 346-222, Hawaii Revised Statutes. For the purposes of this project, elder abuse does not include poor self-care or self-neglect.

**In emergency situations or immediate threats of violence call 911.**

Department of Human Services  
Social Services Division  
Adult Protective and Community  
Services Branch

### **OAHU ADULT INTAKE UNIT**

420 Waiakamilo Road, Suite 202  
Honolulu, Hawaii 96817

Phone: **808-832-5115**

Facsimile: **808-832-5391**

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**VOCA**  
VICTIMS OF CRIME ACT

## Who is Eligible?

This is a voluntary program providing services to individuals who:

- Are 60 years of age or older;
- Reside in the community and are not in long-term care placement;
- Are victims of crimes that include abuse; and
- Have unmet needs that impact their ability to safely remain in the community.

## What is Elder Abuse?

Elder abuse may include:

- **Physical abuse:** bruises, welts, skin discoloration, fracture.
- **Psychological abuse:** threats, insults, harassment that humiliates, intimidates, or frightens the senior.
- **Sexual abuse:** sexual contact or conduct without consent.
- **Caregiver Neglect:** failure to provide adequate food, shelter, physical care, health care, supervision, or failure to carry out responsibilities as a caregiver.
- **Financial exploitation:** wrongful or negligent taking, withholding, misappropriation, or use of the adult's money or assets.

## How Can the VOCA Case Manager Help?

- Identify needs and strengths of the senior and support system to develop a care plan.
- Link with services to assist with activities of daily living (ADL) including feeding, toileting, bathing, getting in and out of bed/chair, dressing and grooming.
- Link with services to assist with instrumental activities of daily living (IADL) including meal preparation, housekeeping, shopping for necessities, taking medication, using the telephone, traveling, and managing money.
- Provide assistance with obtaining and maintaining safe housing.
- Assist with financial management and support activities such as mail sorting, bill paying, and keeping track of income and expenses.

## How Do I Apply for Services?

If you or someone you know is **60 years of age or older, has been a victim of a crime or abuse, and has unmet needs**, you may contact the Department of Human Services Adult Intake Unit at **832-5115** Monday through Friday, from 7:45 am to 4:30 pm, except state holidays.

You may leave a message if you are calling after hours, on weekends, and holidays. Recorded messages will be responded to on the next workday.

## What Should I Expect When I Call?

The Oahu Adult Intake Unit will ask for information that best helps the person you are referring. Please provide as much information as possible:

### Date of the Incident

### Alleged Victim

- Name, age, and contact information.
- Identification of person responsible for the alleged victim's care, such as a caregiver or family member.

### Alleged Perpetrator

- Name, age, and contact information of the person suspected to have caused harm to the alleged victim.
- Relationship to the alleged victim.

### Description of the Harm

- Describe what happened.
- Why you believe a crime has been committed.
- Why you believe abuse, neglect, or financial exploitation has occurred.
- Current location and condition of the alleged victim and perpetrator.

### Action to Help the Victim

- What has been done to help?

### Reporter

- If you are providing services to the victim, will you continue to do so?
- Contact information for follow-up.
- Do you request anonymity?