

were assessed. Empathic accuracy was lower in old-old, as compared with young-old, individuals. Furthermore, empathic accuracy was only associated with low levels of stress reactivity among young-old but not old-old individuals. This suggests that empathic accuracy is not only compromised in very old age, but also appears to be of lower adaptive utility.

SESSION 5785 (SYMPOSIUM)

THE CRITICAL HELP-SEEKING ROLE OF FAMILY, FRIENDS, AND NEIGHBORS IN THE LIVES OF ELDER ABUSE VICTIMS

Chair: Marlene Stum

Discussant: David Burnes

Elder abuse prevention and intervention is a complex puzzle. We focus on examining the typically invisible role, experience, and impact of nonabusing family, friends, and neighbors, or “concerned persons” in stopping elder abuse. Given the reality that most elder abuse goes unreported and unaddressed, it seems essential to understand if and how concerned persons can play a role in help-seeking for older victims, and to also understand the needs and issues faced by concerned persons as a consequence. First, Breckman presents evidence of the significant distress concerned person’s experience from knowing about elder abuse and trying to assist victims, and shares experience developing and implementing the first Elder Abuse Helpline for Concerned Persons in the U.S. Second, Fraga Dominguez et.al. present an important international perspective highlighting findings about concerned persons as users of a UK elder abuse helpline, their profile, the impact of helping, and variables relating to help-seeking. Third, Stum shares findings from a qualitative study of elder family financial exploitation related to what concerned family members were trying to accomplish by getting involved (motivating goals) and the resulting continuum of outcomes. Fourth, Kilaberia also explores the help-seeking experiences of concerned family members in elder family financial exploitation situations, specifically the range of tasks involved, and the impacts on the concerned family member’s individual health and well- The discussion led by Burnes will focus on understanding contributions of the research presented given the current state of the field, and offer suggestions for future research and intervention directions.

WHEN CONCERNED FAMILY MEMBERS INTERVENE IN ELDER FAMILY FINANCIAL EXPLOITATION: GOALS AND OUTCOMES

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The role and experience of non-abusing concerned family members (CFMs) in elder family financial exploitation (EFFE) is largely unexplored. This paper examines the experience of “trying to do the right thing,” focusing on what CFM’s were trying to accomplish (motivating goals), and resulting outcomes utilizing data from a qualitative study of 28 CFMs (primarily female adult children of an older victim, and siblings of primary perpetrator). Five common goals appear to be motivating CFM involvement, driven by a priority to ensuring the victim’s quality of life, as well as the desire to honor and respect the victim’s wishes, protect the victim’s financial well-being, preserve family relationships, and deal with the

perpetrator(s). CFM help-seeking resulted in a wide range of outcomes, from making a difference by connecting victims to supportive services and interrupting the financial exploitation, to mixed results, and in other cases frustration with no desirable outcomes.

WHEN HELPING HURTS: NONABUSING FAMILY, FRIENDS, AND NEIGHBORS IN THE LIVES OF ELDER MISTREATMENT VICTIMS

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Research conducted by the NYC Elder Abuse Center (NYCEAC) at Weill Cornell Medicine and colleagues found that concerned persons experience significant distress knowing about elder abuse and trying to assist victims. Data will be presented from a nationally representative survey which included items on concerned persons in elder abuse. Thirty-one percent of all respondents reported that they had a relative or friend who experienced elder abuse; of these, 61% had attempted to help the victim and over 80% reported the experience is very or extremely stressful (2017). By both knowing about and becoming involved in elder abuse situations, concerned persons experience significant emotional and practical problems and often need professional help. NYCEAC’s Elder Abuse Helpline for Concerned Persons is the first of its kind in the country. The Helpline’s services and structure will be explained, and possibilities for replication in other locations will be explored.

EXPLORING THE HELP-SEEKING EXPERIENCE OF CONCERNED PERSONS: FINDINGS FROM AN ELDER ABUSE UK HELPLINE

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Despite their potential role in elder abuse cases, knowledge about concerned persons outside of North America is scarce. This paper will discuss findings from a study focusing on concerned persons in the UK, by addressing their profile, the impact of helping, and several variables relating to help-seeking. Researchers used secondary data from a charity’s helpline, encompassing a year of recorded cases (N = 1623). Concerned persons (n = 1352) were often related to the victim (80%) and/or perpetrator (59%). In 43% of cases, they reported impact as a result of their awareness of the situation or supporting the victim. This impact was thematically analysed and ranged widely in terms of severity, from slight worry to being subjected to the perpetrator’s homicide threats, and it often affected the person’s mental health or financial situation. Concerned persons reported substantial