

New York State Elder Abuse Helpline for Concerned Persons Offerings

The New York State Elder Abuse Helpline for Concerned Persons (The Helpline) is a confidential, non-emergency service that offers emotional support, information, guidance, and referrals to the family, friends, and neighbors of Older Adults who may be experiencing abuse in NY State.

A few notes about our service:

- CPs can live anywhere in the world
- The Older Adult they are concerned about must live in NY State
- CPs must be 18+ to receive support from the Helpline
- The Helpline Call Center collects CP contact information 24 hours a day; Helpline Clinicians return calls M-F, 9am-5pm ET

When CPs reach out to the Helpline, our trained Clinicians, who have expertise in elder abuse and family violence intervention, can support them with:

- Supportive counseling
- Discussion of concerns and needs, and guidance on next steps
- Accurate information and education
- Appropriate and timely referrals

How does this help?

- **Supportive counseling** can help hold and mitigate distress, ease anxiety, and empower CPs without judgement or expectation.
- **Information and education** can help CPs plan next steps and make informed decisions.
- **Referrals to the community** help Older Adults get connected with support services to mitigate abuse and neglect.