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HOUSE RESOLUTION

2 WHEREAS, The number of people over the age of 60 in the
3 State of Illinois is projected to increase by 87% from
4 1,966,236 in 2000 to 3,676,295 in 2030 - 1 in every 5
5 Illinoisans; and

6 WHEREAS, It has been determined that the elderly population
7 can be vulnerable to abuse, including financial exploitation;
8 and

9 WHEREAS, The House finds that the State should work in
10 conjunction with the Aging community and financial
11 institutions to protect our elderly citizens (persons 60 or
12 more years of age) from possible financial exploitation;
13 therefore, be it

14 RESOLVED, BY THE HOUSE OF REPRESENTATIVES OF THE
15 NINETY-SIXTH GENERAL ASSEMBLY OF THE STATE OF ILLINOIS, that
16 the Department on Aging, in cooperation with the Area Agencies
17 on Aging and Elder Abuse and Neglect Provider Agencies, shall
18 develop a specialized elder abuse training curriculum, in
19 in-person and online versions, to be made available to
20 financial institutions and their trade associations to aid in
21 the training of a variety of financial institution employees
22 and professionals, with the emphasis on tellers and customer

1 service representatives, and on determining the existence of
2 financial exploitation of elderly customers, and that the
3 curriculum should include modules on prevention mechanisms,
4 recognition factors, intervention options, confidentiality,
5 and other legal issues, as well as reporting channels in the
6 event of a determination of suspected financial exploitation of
7 an elderly customer; and be it further

8 RESOLVED, That the Department on Aging, in cooperation with
9 the Area Agencies on Aging and Elder Abuse and Neglect Provider
10 Agencies, shall develop a specialized roster of qualified
11 professionals available to aid in the training of a variety of
12 financial institution employees and professionals regarding
13 financial exploitation prevention mechanisms, recognition
14 factors, intervention options, confidentiality, and other
15 legal issues, as well as reporting channels in the event of
16 suspected financial exploitation of an elderly customer; and be
17 it further

18 RESOLVED, That financial institutions direct their
19 customer contact staff to utilize the above training and inform
20 them about the use of consumer information and
21 readily-available tips on recognizing, deterring, and
22 reporting suspected financial abuse; and be it further

23 RESOLVED, That two years after the training materials are

1 made available, the Department on Aging shall undertake a study
2 of reports of suspected financial exploitation of the elderly
3 made during the immediate prior year, an analysis of trends,
4 and the development of statistical data regarding reports that
5 were made by depository institutions to the Illinois Elder
6 Abuse and Neglect Program, and recommendations regarding
7 financial abuse of the elderly in Illinois; and be it further

8 RESOLVED, That the Illinois Department of Financial and
9 Professional Regulation, as part of its examination of
10 Illinois-chartered financial institutions, shall record the
11 overall participation by financial institutions in the on-line
12 or in-person training provided by the Department on Aging,
13 participation in the B*SAFE program, the usage of posters,
14 handouts, and materials intended for use by direct customer
15 contact staff, other training offered at or by each financial
16 institution, and the total number of cases of financial
17 exploitation reported to the Elder Abuse and Neglect Program
18 and law enforcement; the Illinois Department of Financial and
19 Professional Regulation shall submit a report of its findings
20 to the Illinois General Assembly starting January 1, 2011, and
21 annually thereafter; and be it further

22 RESOLVED, That a copy of this resolution be presented to
23 the Director of the Department on Aging and the Secretary of
24 the Illinois Department of Financial and Professional

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1 Regulation.