



Agency Priority Goal Action Plan

Prevent and Disrupt Transnational Elder Fraud

Goal Leader(s):

Antoinette Bacon
Associate Deputy Attorney General
Office of the Deputy Attorney General

Overview

Goal Statement

Reduce the impact of transnational fraud schemes on older Americans. Through increased disruption and coordination among government and private stakeholders, and outreach to older Americans, the Department of Justice and its law enforcement partners will reduce the devastating effects of transnational elder fraud schemes.

By September 30, 2021, 90% of the U.S. Attorney's Offices (USAOs) will file an elder fraud case or take other action to disrupt elder fraud and 100% of the USAOs will conduct elder fraud outreach. The Department will conduct a least 375 elder fraud-related outreach events for state and/or local government officials (including law enforcement and/or protective and social services); 275 elder fraud-related outreach events with senior citizens and/or organizations representing seniors; and over 155 elder fraud-related outreach events with industry groups and/or representatives.

Challenges

- Transnational elder fraud schemes pose a serious threat to the financial security of older Americans.
- Through tech-support, government-imposter, lottery, romance and other types of schemes, fraudsters solicit and extort at least \$3 billion a year from seniors. And such fraud is on the rise – more seniors are reporting being the targets of fraud than at any prior time.
- This trend is driven in large part by transnational criminal organizations, which are committing significant resources and technological tools to increase the effectiveness of their schemes.
- Seniors, consumer groups, private industry, and state and local law enforcement have not received a consistent stream of information about how to identify and stop the progress of transnational elder fraud schemes.
- Inconsistent enforcement attention to elder fraud perpetrators and facilitators across the U.S. has allowed transnational elder fraud schemes to profit and proliferate.

Overview Cont.

Opportunity

- The newly assigned elder justice coordinators (EJCs) designated in each U.S. Attorney's office across the country have been directed to conduct extensive outreach in their respective districts, providing the channel through which comprehensive elder fraud prevention and disruption messaging can flow to local communities. EJCs also work together in a nationwide network to achieve a consistent approach.
- Prioritization of elder fraud in the Department of Justice enables and encourages prosecutors and law enforcement to devote additional resources to investigating, disrupting, and prosecuting transnational elder fraud schemes.

Elder Fraud Leadership & Implementation Team

Core Leadership Team

- Civil Division (CIV) Consumer Protection Branch
- Executive Office for U.S. Attorneys (EUSAO)
- Office of the Deputy Attorney General (ODAG)

Other Participating DOJ Components

- Antitrust Division (ATR)
- CIV Fraud Section
- Civil Rights Division (CRT)
- Community Oriented Policing Service (COPS)
- Criminal Division (CRM)
- Federal Bureau of Investigations (FBI)
- Office of Justice Programs (OJP)
- Office of Legal Policy (OLP)
- U.S. Attorneys Offices (USAOs), Elder Justice Coordinators

Other Federal Partners

- Defense Criminal Investigative Service
- Federal Trade Commission
- Homeland Security Investigations
- Internal Revenue Service Criminal Investigation
- Senior Corps
- Social Security Administration Office of Inspector General
- Treasury Inspector General for Tax Administration
- U.S. Postal Inspection Service
- U.S. Secret Service

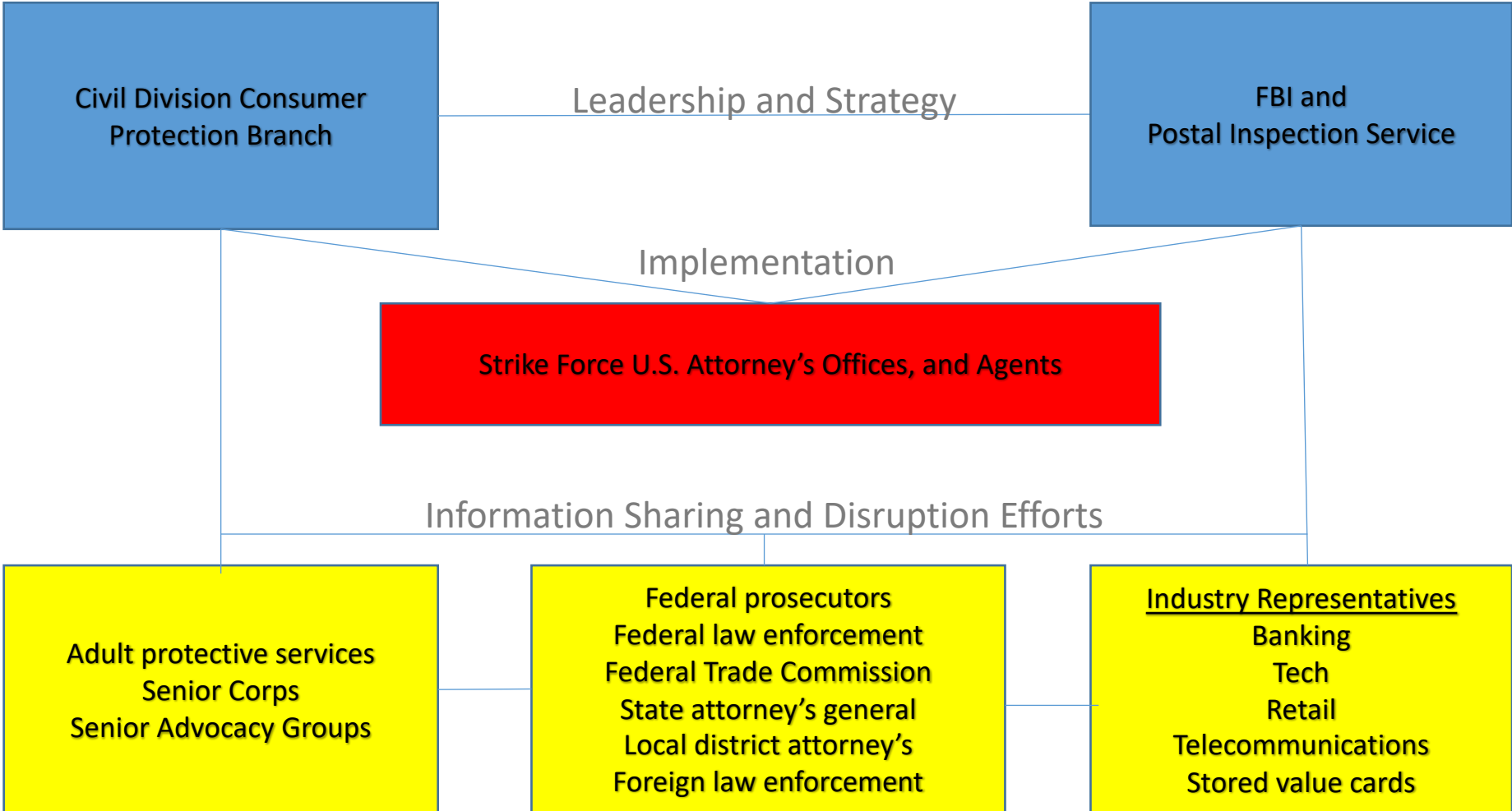
Elder Fraud Leadership & Implementation Team

Stakeholders

- Adult protective services officials
- Consumer and senior advocacy organizations
- Foreign law enforcement
- Industry representatives from banking, tech, telecommunications, retail, and stored value card industries
- State Attorneys General, local district attorneys, state and local police forces

Strike Force Leadership & Implementation Team

A prominent driver of the Department's priority goal is the Transnational Elder Fraud Strike Force. Components include centralized leadership and strategy components (blue), strike force personnel (red), and stakeholders benefitting from information sharing and disruption efforts (yellow).



Transnational Elder Fraud Strike Force Participants

Strike Force Districts are federal districts in which the U.S. Attorney's Office and local law enforcement have been designated to focus on transnational elder fraud based upon high levels of enforcement, high concentrations of local money mule activity, and high volume of effective outreach efforts.

- Central District of California
- Eastern District of New York
- Middle District of Florida
- Northern District of Georgia
- Southern District of Florida
- Southern District of Texas

Participating federal law enforcement agencies are those that are working in partnership with the strike force to investigate and prosecute transnational elder fraud.

- Defense Criminal Investigative Service
- Federal Bureau of Investigation
- Homeland Security Investigations
- Internal Revenue Service Criminal Investigation
- Postal Inspection Service
- Social Security Administration Office of Inspector General
- Treasury Inspector General for Tax Administration
- U.S. Secret Service

Goal Structure & Strategies

STRATEGIES	GOALS	RISKS <i>(External Factors that may affect goal achievement)</i>
<p>Strategy 1: Identify and disrupt elder fraud-related activities.</p> <ul style="list-style-type: none"> Reduce the impact of transnational fraud schemes on older Americans, through increased disruption of elder fraud activities. <p>Strategy 2: Conduct elder fraud outreach events for older Americans, industry groups, and state and local government officials.</p> <ul style="list-style-type: none"> Educate seniors, organizations representing seniors, state and local government officials, and industry groups on the effects of transnational elder fraud schemes through outreach. 	<p>Strategy 1:</p> <ul style="list-style-type: none"> Goal: By 2021, 90% of the U.S Attorneys’ Offices will file an elder fraud case or take action to disrupt elder fraud. ➤ Performance Indicator: Percentage of USAOs that filed an elder fraud case or took other action to disrupt elder fraud <p>Strategy 2:</p> <ul style="list-style-type: none"> Goal: By 2021, all of the USAOs will conduct elder fraud outreach. ➤ Performance Indicator: Percentage of USAOs that conducted elder fraud outreach By 2021, the Department will conduct 375 elder fraud-related outreach events with state and/or local government officials. ➤ Performance Indicator: Number of elder fraud-related outreach events with state and/or local government officials 	<ul style="list-style-type: none"> ▪ Identification of alternative, more effective methods or strategies for disrupting elder fraud schemes and educating the public, requiring the Department to alter its methods or strategies. ▪ Inability to secure effective foreign law enforcement cooperation to investigate and extradite kingpins and other operators of transnational elder fraud schemes. ▪ Perpetrator use of new and emerging technologies and tactics to thwart law enforcement efforts to track, disrupt, investigate, and prosecute schemes

Goal Structure & Strategies

STRATEGIES	GOALS	RISKS <i>(External Factors that may affect goal achievement)</i>
	<ul style="list-style-type: none"> • By 2021, the Department will conduct 275 elder fraud-related outreach events with seniors and/or organizations representing seniors. ➤ Performance Indicator: Number of elder fraud-related outreach events with seniors and/or organizations representing seniors • By 2021, the Department will conduct 155 elder fraud-related outreach events with industry groups and/or representatives. ➤ Performance Indicator: Number of elder fraud-related outreach events with industry groups and/or representatives 	

Summary of Progress – FY 2020

The FY 2020 – FY 2021 Prevent and Disrupt Transnational Elder Fraud tracks performance measures, as part of the Department’s goal to reduce the impact of fraud schemes on elderly Americans. The Elder Fraud Priority Goal tracks five performance measures. The measures track the progress of the two strategies outlined in the previous slides. All of the measures for this priority goal are new and were established in FY 2020. The Department has exceeded all five of its annual targets for FY 2020.

- For FY 2020, the Department exceeded its annual target (48%) for percentage of USAOs that filed an elder fraud case or took other action to disrupt elder fraud. For FY 2020, 79 percent of 93 USAOs filed an elder fraud case or took an action to disrupt elder fraud – exceeding its annual target and achieving 87 percent of the total (90%, or 84 USAOs) FY 2020 – 2021 APG. The intent of this measure is to increase the percentage of USAOs that file cases or take other actions to disrupt elder fraud every year.
- For FY 2020, the Department exceeded its annual target (52%) for percentage of USAOs that conducted elder fraud outreach. For FY 2020, 77 percent of 93 USAOs conducted elder fraud outreach events. The percentage of USAOs conducting elder fraud outreach continued to increase each quarter. The intent of this measure is to increase the percentage of USAOs that conducted elder fraud outreach every year.
- Throughout FY 2020, the Department exceeded each of its quarterly targets for number of elder fraud-related outreach events with state and/or local government officials. For FY 2020, the Department conducted a total of 595 outreach events with state and/or local governments, and has already exceeded the total FY 2020 – 2021 APG (375). The intent of this measure is to increase the number of outreach events with state and/or local government officials every year.
- Throughout FY 2020, the Department exceeded each of its quarterly targets for number of elder fraud-related outreach events with seniors and/or organizations representing seniors. For FY 2020, the Department conducted a total of 578 outreach events with seniors and/or organizations representing seniors, and has already exceeded the FY 2020 – 2021 APG (275). The intent of this measure is to increase the number of seniors and and/or organizations representing seniors every year.
- Throughout FY 2020, the Department exceeded each of its quarterly targets for number of elder fraud-related outreach events with industry groups and/or representatives. For FY 2020, the Department conducted a total of 256 outreach events with industry groups and/or representatives, and has already exceeded the total FY 2020 – 2021 APG (155). The intent of this measure is to increase the number of elder fraud-related outreach events with industry groups and/or representatives every year.

Summary of Progress – FY 2020

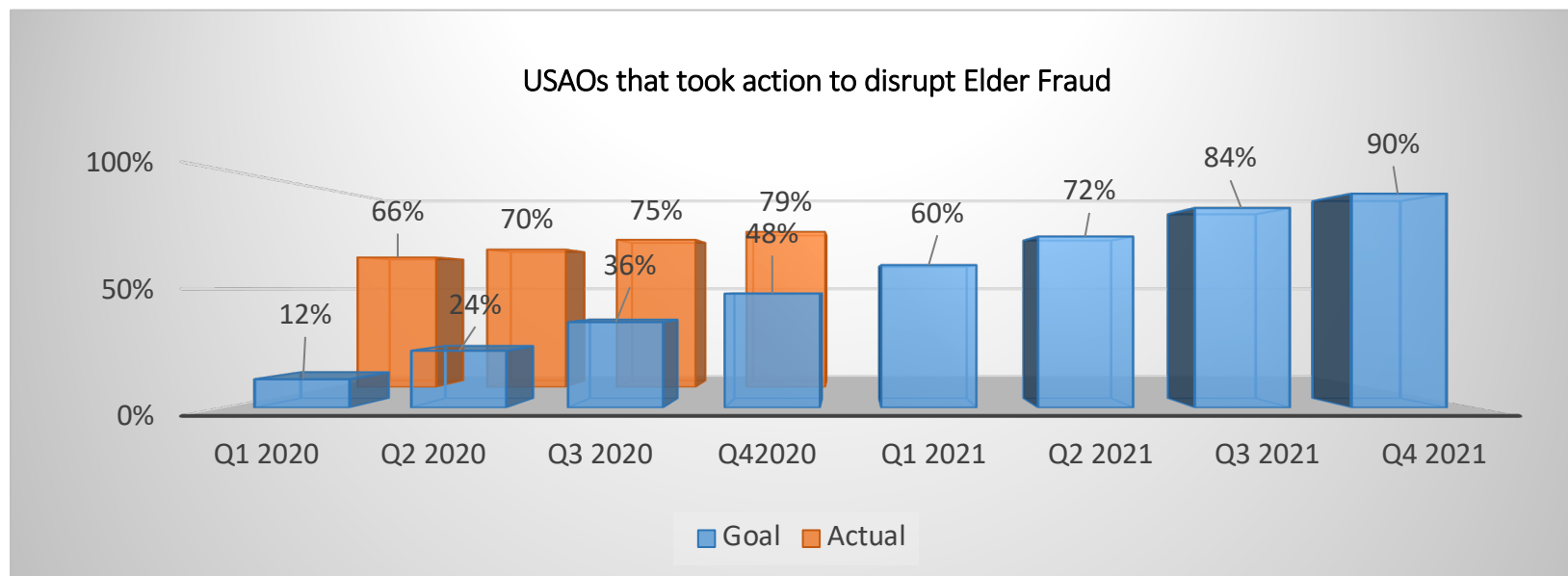
FY 2020 Highlights:

- **Prosecution of Peruvian Call Center Operators that Threatened and Defrauded Elderly, Spanish-Speaking U.S. Consumers:** The Department charged and extradited three individuals who managed criminal call centers in Peru and were sentenced to years in prison. Johnny Enso Hildalgo Marchan, Francesco Guerra, and Rodolfo Hermoza, were sentenced to 100, 90, and 88 months' imprisonment, respectively, for their roles in operating the call centers that defrauded Spanish-speaking victims, many of whom were elderly. These call centers defrauded consumers by using threats of arrest, deportation, and harmed credit among other abusive tactics, including impersonating government agencies, to coerce victims into paying fictitious "settlement fees" for products that victims never ordered or received. The three defendants, who pled guilty to mail and wire fraud charges, were also ordered to pay restitution to the scheme's victims. The judge who sentenced the defendants described the crimes as a "very serious offense" and noted that the defendants preyed on victims' vulnerabilities and caused lasting psychological and emotional damage.
- **U.S. Attorney's Office for the Eastern District of Missouri Joins State and Local Partners to Hold a Webinar Series:** In recognition World Elder Abuse Awareness Day, the U.S. Attorney's Office for the Eastern District of Missouri joined federal and state law enforcement, social service agencies, and community groups for a four-part webinar series designed to educate seniors and their caretakers about financial exploitation and heighten awareness of elder abuse risk factors. Topics included "Protecting the Vulnerable During a Pandemic-Practical Considerations;" "Elder Financial Exploitation During a Pandemic;" Social Isolation as a Rest Factor for Elder Abuse;" and "Invitation for Engagement: Fraud Bingo and YouTube Videos."
- **U.S. Attorney for the District of Minnesota Hosts Roundtable Attended by State Attorney General, State and Federal Law Enforcement, and Community Organizations:** On February 4, 2020, the U.S. Attorney for the District of Minnesota, Erica MacDonald, hosted an elder fraud roundtable attended by Minnesota Attorney General Keith Ellison and gathering state and local law enforcement and community groups to discuss efforts to prevent, mitigate, and investigate elder fraud. The group identified community needs and areas of potential collaboration.
- **Program at Nursing Home and Rehab Center Educates Seniors and Their Caregivers:** The Department's Civil Fraud Section held an outreach and training event at the Bayshore Pointe Nursing and Rehab Center in Tampa, Florida to educate residents, caregivers, and families about how to avoid and where to report scams. Department attorneys were joined by their colleagues from the Department of Health and Human Services, National Consumer Voice, The West Central District Florida Ombudsman, and volunteer ombudsman.

Key Indicators

Performance Measure: Percentage of USAOs that filed an elder fraud case or took other action to disrupt elder fraud [USAO, CIV]

Progress Update – Q4 FY 2020

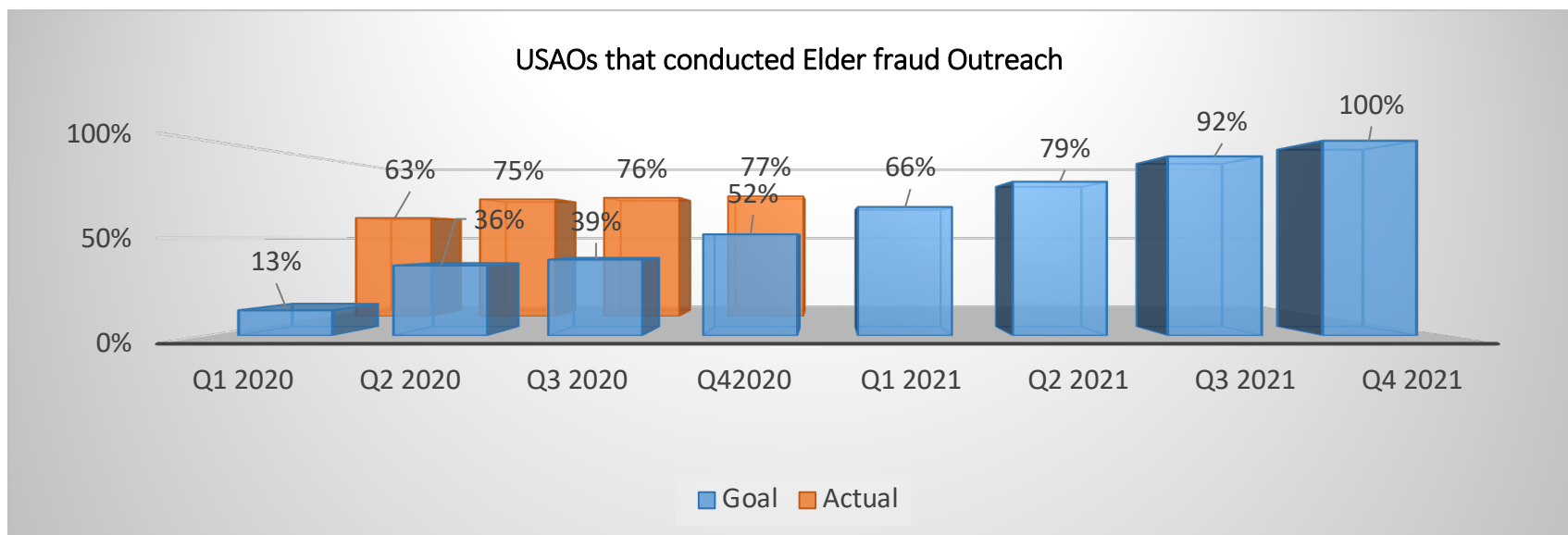


- For Q4 FY 2020, 73 out of 93 USAOs filed an elder fraud case or took other action to disrupt elder fraud.
- For FY 2020, the Department exceeded its annual target (48%) for percentage of USAOs that filed an elder fraud case or took other action to disrupt elder fraud. For FY 2020, 79 percent of 93 USAOs filed an elder fraud case or took an action to disrupt elder fraud – exceeding its annual target and achieving 87 percent of the total (90%, or 84 USAOs) FY 2020 – 2021 APG.
- The intent of this measure is to increase the percentage of USAOs that file cases or take other actions to disrupt elder fraud every year.

Key Indicators

Performance Measure: Percentage of USAOs that conducted elder fraud outreach [USAO, CIV]

Progress Update – Q4 FY 2020

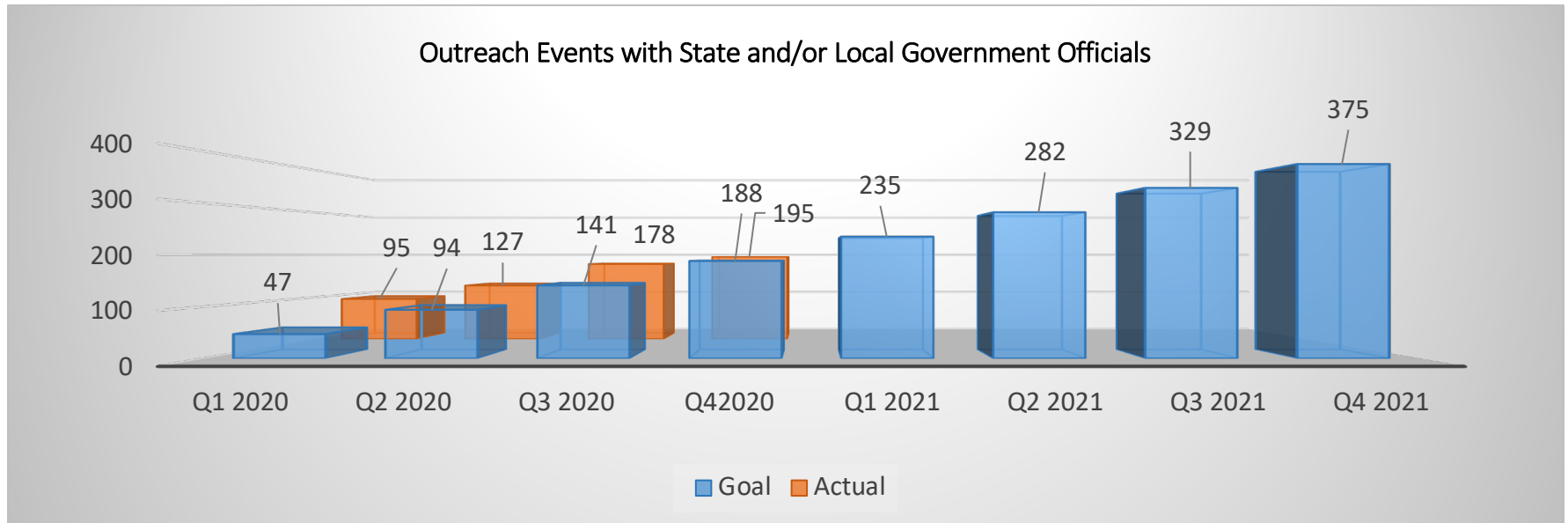


- For Q4 FY 2020, 71 of 93 USAOs conducted elder fraud outreach.
- For FY 2020, the Department exceeded its annual target (52%) for percentage of USAOs that conducted elder fraud outreach. For FY 2020, 77 percent of 93 USAOs conducted elder fraud outreach events. The percentage of USAOs conducting elder fraud outreach continued to increase each quarter.
- The intent of this measure is to increase the percentage of USAOs that conducted elder fraud outreach every year.

Key Indicators

Performance Measure: Number of elder fraud-related outreach events with state and/or local government officials [USAO, CIV]

Progress Update – Q4 FY 2020

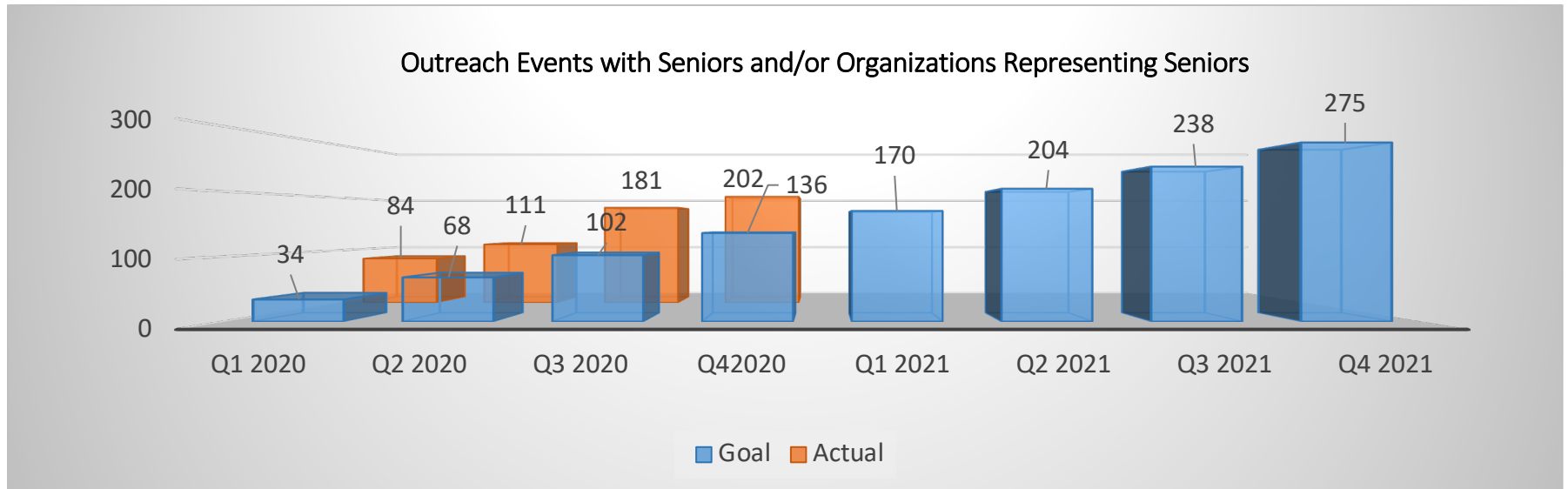


- In Q4 FY 2020, the Department conducted 195 elder-fraud outreach events with state and/or local officials.
- Throughout FY 2020, the Department exceeded each of its quarterly targets for number of elder fraud-related outreach events with state and/or local government officials. For FY 2020, the Department conducted a total of 595 outreach events with state and/or local governments, and has already exceeded the total FY 2020 – 2021 APG (375).
- The intent of this measure is to increase the number of outreach events with state and/or local government officials every year.

Key Indicators

Performance Measure: Number of elder fraud-related outreach events with seniors and/or organizations representing seniors [USAO, CIV]

Progress Update – Q4 FY 2020

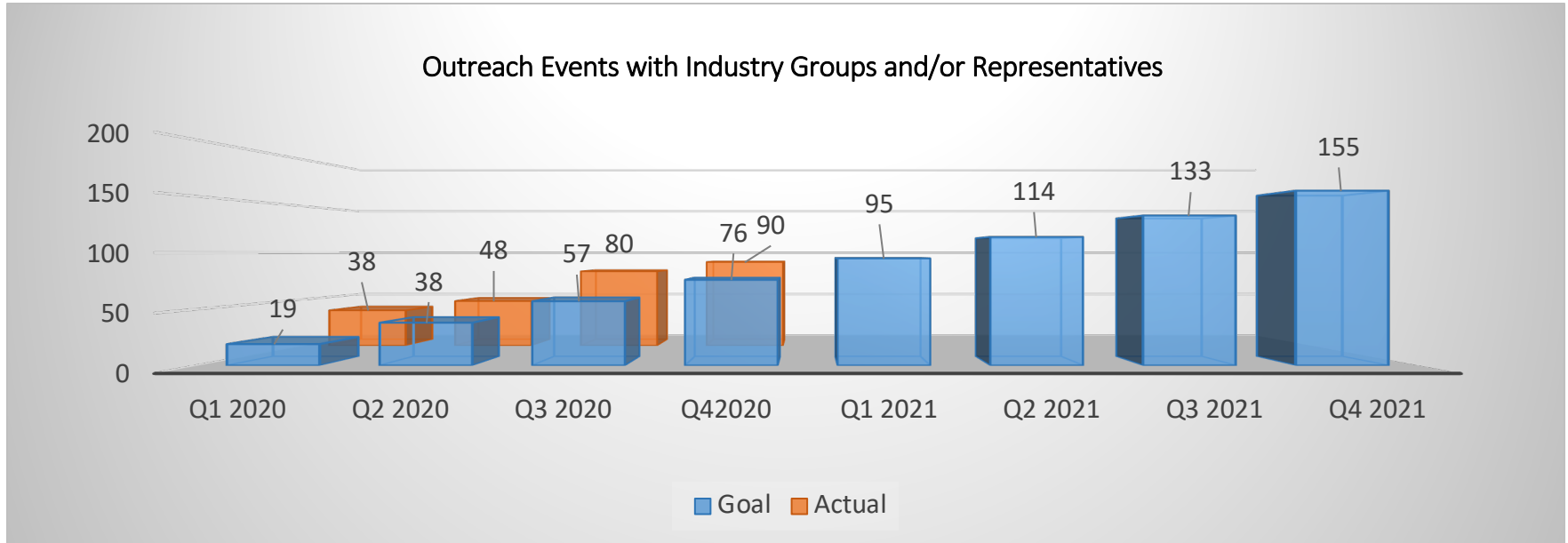


- For Q4 FY 2020, the Department conducted 202 elder fraud related outreach events involving seniors and/or organizations representing seniors.
- Throughout FY 2020, the Department exceeded each of its quarterly targets for number of elder fraud-related outreach events with seniors and/or organizations representing seniors. For FY 2020, the Department conducted a total of 578 outreach events with seniors and/or organizations representing seniors, and has already exceeded the FY 2020 – 2021 APG (275).
- The intent of this measure is to increase the number of seniors and and/or organizations representing seniors every year.

Key Indicators

Performance Measure: Number of elder fraud-related outreach events with industry groups and/or representatives [USAO, CIV]

Progress Update – Q3 FY 2020



- For Q4 FY 2020, the Department conducted 90 elder fraud related outreach events involving seniors and/or organizations representing seniors. These industry groups include banks and other private sector partners.
- Throughout FY 2020, the Department exceeded each of its quarterly targets for number of elder fraud-related outreach events with industry groups and/or representatives. For FY 2020, the Department conducted a total of 256 outreach events with industry groups and/or representatives, and has already exceeded the total FY 2020 – 2021 APG (155).
- The intent of this measure is to increase the number of elder fraud-related outreach events with industry groups and/or representatives every year.

Data Accuracy and Reliability

The Consumer Protection Branch and Executive Office for U.S. Attorneys will collect data from the U.S. Attorney Offices and other components across the Department of Justice. The reporting process will be built on information channels already in place for various data calls and congressional reports. An additional data sharing platform is being created to allow for more consistent, efficient, and unified reporting.

The Department anticipates that data collected will be both accurate and reliable, given that the reporting bodies principally will include the U.S. Attorney's Offices. We will be imposing an increased reporting requirement to provide information on a quarterly basis, rather than once or twice per year. This additional burden on busy U.S. Attorney's Offices may, at times, result in undercounted statistics. But the Department will strongly encourage personnel to accurately and completely report relevant information in a timely manner.