What is **HelpVul**?

HelpVul is a new web-based reporting platform designed to combat financial exploitation by connecting financial services, Adult Protective Services (APS), and state securities regulators (SSR). HelpVul's goal is to streamline reporting practices, increase efficiency in case investigations involving vulnerable adults, and bolster collaboration across industries. The platform supports secure document-sharing and messaging. This project is funded by the Department of Justice/Office of Victim Services for a two-year development and pilot period. Partners for this project are the Brookdale Center for Healthy Aging at Hunter College, EverSafe, the National Adult Protective Services Association (NAPSA), the Securities Industry & Financial Markets Association (SIFMA) and the University of Texas.

How does **HelpVul** work?

HelpVul is a secure web application developed by the financial technology company, EverSafe. Registered users can access the web portal at any time as long as they are connected to the internet. Each site will designate a coordinator to oversee site participation. If a user leaves the organization, the coordinator will deactivate their credentials and assign referrals to another user. The Brookdale Center for Healthy Aging and EverSafe will be providing training, technical support, and assistance to users.

What is my role in this project?

Financial Services

New referrals are created with just a few clicks in the user-friendly HelpVul dashboard interface. Referrals are sent to local Adult Protective Services and/or State Securities Regulators. Cases can be updated if changes arise or more information is requested for analysis. Firms and banks can contact investigating agencies through the portal using the secure messaging feature. HelpVul will support users who wish to provide financial records in a secure environment to support their referral.

Adult Protective Services/State Securities Regulators

With just a few clicks, users can open referrals from the HelpVul dashboard and accept or reject them. When a referral is accepted, the case will be assigned by APS and/or SSR for assessment. APS and/or SSR can ask questions, add notes, send messages, view an audit trail, and search referrals to link related cases. Agencies can update the case's status and notify the reporting institution. The HelpVul platform will have the ability to conduct forensic analysis using documents uploaded to the portal.

What can I expect from my involvement?

HelpVul is built to streamline workflows, save time, and facilitate collaboration. The platform is intended to improve existing reporting practices. HelpVul organizes cases into Pending, Accepted, and Closed categories for easy organization. Approved users can access their HelpVul dashboard at any time as long as they are connected to the internet. Users may be asked to complete short surveys about their experience using the platform over the course of the pilot year.

Contact Us: Questions@HelpVul.com

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