

SLTCOP Policies & Procedures – Conflict of Interest (COI)

*Do not have policies on file for states in **red text**. This chart only includes SLTCOP policies and procedures as of December 2015, not state laws, regulations, or other documents and it may be updated as we receive more policies and procedures. For more information, contact ombudcenter@theconsumervoice.org.

State	COI Policy	Defined	Organizational	Individual	Remove /Remedy	Acknowledgement Form	Additional Details	SLTCOP Structure	Local Program
AK	X	X	X	X	X		Includes Failure to Identify or Remedy	Part of other Govt. Agency	Direct
AL	X	X	X	X	X			SUA	Contract w/AAA
AR	X	X	X	X	X			SUA	Contract w/AAA
AZ	X	X		X		X		SUA	Contract w/AAA
CA	X			X		X	Part of LTCO Professional Standards	SUA	Contract w/AAA
CO	X		X	X			Includes Examples	Independent non-profit	Contract w/AAA
CT								Part of other Govt. Agency	Direct
DC								Independent non-profit	Contract w/AAA
DE								Part of other Govt. Agency	Direct
FL	X	X		X		X	OAA, FL Statute & Admin. Code	SUA	Direct
GA	X	X	X	X	X		Includes Failure to Identify or Remedy	SUA	Contract w/AAA
GU								SUA	Direct
HI								SUA	Direct
IA	X	X			X	X		SUA	Direct
ID	X	X		X	X		Legal Counsel COI free	SUA	Contract w/AAA

IL	X	X	X	X	X	X	Includes Disclosure of COI and Failure to Identify	SUA	Contract w/AAA
IN								SUA	Direct Contract w/AAA and subcontract
KS								Part of other Govt. Agency	Direct
KY	X	X	X	X	X		Includes Failure to Identify or Remedy	Independent non-profit	Contract w/AAA
LA								Within SUA and SUA is an independent state agency	Contract w/AAA Contract w/other
MA								SUA	Contract w/AAA
MD								SUA	Contract w/AAA
ME								Independent non-profit	Direct
MI	X			X	X	X		SUA	Contract w/AAA and subcontract
MN	X	X	X	X				SUA	Direct
MO								SUA	Contract w/AAA
MS								SUA	Contract w/AAA
MT	X	X	X	X	X		Includes Failure to Identify or Remedy	SUA	Contract w/AAA
NC				X	X		COI noted throughout policies on pgs. 11, 13, 21, 22, 41, 42, 51 & 61	SUA	Direct (housed in AAA, complex structure)

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ND								Independent non-profit	Direct
NE								SUA	Direct Contract w/AAA
NH								SUA	Direct
NJ								Independent Govt. Agency	Direct
NM								SUA	Direct
NV	X	X	X	X				SUA	Direct
NY								SUA	Contract w/other
OH	X			X	X			SUA	Contract w/AAA and subcontract
OK	X	X	X	X	X	X		SUA	Contract w/AAA
OR								Independent Govt. Agency	Direct
PA								SUA	Direct, Contract w/AAA, Contract w/other and Subcontract
PR								SUA	Direct
RI								Independent non-profit	Contract w/AAA
SC								SUA	Contract w/AAA

SD							Address COI related to complaint handling, guardianship and Code of Ethics	SUA	Direct
TN								SUA	Subcontract
TX	X	X	X	X	X		Includes Failure to Identify or Remedy	SUA	Contract w/AAA and subcontract
UT	X	X	X	X	X	X	Includes Failure to Identify or Remedy	SUA	Contract w/AAA
VA								Independent non-profit	Contract w/AAA
VT								Independent non-profit	Direct
WA								Independent non-profit	Direct, Contract w/AAA, Contract w/other and Subcontract
WV								SUA	Contract w/other
WI								Independent Govt. Agency	Direct
WY								Independent non-profit	Direct