



# The National Long-Term Care Ombudsman Resource Center

## LONG-TERM CARE OMBUDSMAN ACTIVITIES REGARDING ABUSE, NEGLECT AND EXPLOITATION

This chart provides a comprehensive, but brief overview of former and current practices of Long-Term Care Ombudsman Programs and their states in addressing abuse, neglect and exploitation in long-term care facilities. The information included in this chart was either received directly from State Long-Term Care Ombudsmen in the recent February 2011 questionnaire or retrieved from current news articles and previous NORC Summary Sheets, research papers and documents. If you would like to submit information to be included in this chart or provide clarification or corrections of listed information, please contact Amity Overall-Laib, Manager, Long-Term Care Ombudsman Program and Policy, [aoverallaib@theconsumervoice.org](mailto:aoverallaib@theconsumervoice.org).

*\*Definitions of acronyms and sources are at the end of this document*

State/Territory	Elder Abuse Stakeholder Taskforce	Strong Practices	Coordination with Other Agencies Regarding Abuse, Neglect and Exploitation	Pending Legislation and New Initiatives
Alabama		The LTCOP issued large posters that local ombudsmen can place in Residential Care Facilities with large print to inform residents about the LTCOP and how to report abuse (Hawes & Kimbell).		
Alaska		In May 2011, the Alaska Mental Health Trust Authority will start a public awareness campaign encouraging the community to report suspected elder abuse. The public awareness materials will be available on the Trust's website: <a href="http://www.mhtrust.org">www.mhtrust.org</a> .		A pending bill would designate staff in nursing homes, residential care facilities and educational institutions as mandated reporters and require them to report to authorities if they suspect someone in there is being exploited. If the victim is 65 or older it would be considered an aggravated circumstance.  HCR3: Resolution to raise awareness of elder abuse and promote their safety and well-being. The resolution includes statistics from the Office of Long-term Care Ombudsman regarding the

				<p>significant increase in complaints to their office and reports of harm filed with Adult Protective Services.</p> <p>Received funding from the Affordable Care Act to implement a statewide criminal history check system of potential long-term care employees. The statewide system must include a criminal history check of federal databases.</p>
<b>Arizona</b>	Yes (NORC February 2011 survey).	Members of the Elder Abuse Stakeholder group develop an advocacy plan to address issues that will improve the quality of life for seniors, especially those that are at-risk or may become so without proper support. The group assisted with securing a grant through a local AAA to provide biohazard cleaning in homes identified by APS and law enforcement. The group also sponsors an annual Elder Abuse Awareness conference and other activities, such as: providing information regarding alternatives to guardianship, hosting fraud expos, distribution of information regarding domestic violence and support groups for vulnerable populations. (NORC February 2011 survey).		
<b>Arkansas</b>				A recent Act passed to deem the misuse of a Medicaid-eligible resident's monthly income as a misdemeanor crime.
<b>California</b>	Yes and in 2010 they held an Elder Abuse Summit and are creating a document called <i>The Blueprint for Responding to Elder Abuse</i> (NORC February 2011 survey).	<p>California has an Elder Death Review Team in 33 of their 58 counties, or 57% of their counties and local ombudsmen are usually members if one exists in their county (Hawes &amp; Kimbell).</p> <p>The LTCOP provides training for first responders, acute care staff, emergency room staff and other mandated reporters regarding elder abuse (Hawes &amp; Kimbell).</p> <p>The LTCOP created the OnView data tracking</p>	<p>Operation Guardian is a multi-agency task force led by the AG to conduct surprise, on-site facility inspections and Ombudsmen accompany the Operation Guardian team during investigations to serve as the resident advocate (NORC Summary Sheet July 2000) <a href="http://ag.ca.gov/bmfea/elder.php">http://ag.ca.gov/bmfea/elder.php</a>.</p>	<p>A new statewide, toll-free hotline (funded by a DOJ grant) will provide free legal assistance to victims (age 60 and older) of domestic violence.</p> <p>3/28/11:  <a href="http://www.mercurynews.com/health/ci_17717603?source=most_email&amp;nlick_check=1">http://www.mercurynews.com/health/ci_17717603?source=most_email&amp;nlick_check=1</a></p> <p>AB2619: This bill would give victims of elder and dependent adult financial abuse priority over other wage garnishment earnings assignment orders,</p>

		<p>system to “evaluate abuse rates, trends and characteristics” (NORC Jan 2001).</p> <p>An AAA funded a detective in the county sheriff’s department to work with the AAA, conduct community educational sessions on elder abuse, and provide training to ombudsmen in identifying and investigating abuse complaints (Hawes &amp; Kimbell).</p> <p>The CA DOJ sent training materials and a video regarding elder abuse to all Residential Care Facilities and the facilities were supposed to conduct this training within the first 60 days of hiring a new staff person. Unfortunately, when the licensing agency surveyed the facilities they found most had not conducted the training (Hawes &amp; Kimbell).</p> <p>The Archstone Foundation provides grants for services related to elder abuse including: comprehensive support services to elderly victims of crime through the San Diego Family Justice Center, multidisciplinary teams to address elder abuse, expansion of forensic centers and supporting the LTCOP in LA County to improve unlicensed facility complaint investigation and training for mandated reporters of abuse (Hawes &amp; Kim bell). <a href="http://www.archstone.org">www.archstone.org</a></p>	<p>MOU with the state MFCU, State Long-Term Care Licensing/Regulatory Agency and drafting an MOU with APS (NORC February 2011 survey).</p>	<p>except orders for spousal and child support. This allows victims of elder and dependent adult financial abuse, who are victorious in court but unable to collect from the defendant, a better opportunity to collect restitution through wage garnishments.</p> <p>AB313: Proposed bill requires residential care facilities to provide written notification to residents and their responsible parties when its license is in jeopardy from serious deficiencies, revocation or suspension, or court proceedings with powers to revoke its license.</p>
<b>Colorado</b>	<p>Yes, the Colorado Coalition for Elder Rights and Adult Protection (CCERAP) and the SLTCO is on the Steering Committee (NORC</p>	<p>CCERAP provides free quarterly training regarding elder abuse on their website as a podcast, <a href="http://www.ccerap.org">www.ccerap.org</a> (NORC February 2011 survey).</p> <p>Free 8-hour CNA training course provided on-site based on CARIE (Center of Advocacy for</p>	<p>MOU with APS (NORC February 2011 survey).</p>	

	February 2011 survey).	the Rights and Interests of the Elderly) training program to staff in seven counties in Denver area (NORC Jan 01). <i>This training is no longer sponsored by the DRCOG (Denver Regional Council of Governments).</i>		
<b>Connecticut</b>	Yes, the Coalition for Abuse Prevention of Elderly (CAPE). CAPE was formed in 2008 with a grant from the National Center for Prevention of Elder Abuse (NORC February 2011 survey).	CAPE conducts educational conferences and training for the community and professionals with CEUs (NORC February 2011 survey).		<p>Received funding from the Affordable Care Act to implement a statewide criminal history check system of potential long-term care employees. The statewide system must include a criminal history check of federal databases.</p> <p>A proposed bill would create a statewide system that would check potential employees against the Nurse and Nurse Aid Registries, state and federal criminal history records and run a criminal history check based on their fingerprint.</p> <p>5/7/11:  <a href="http://www.ctpost.com/local/article/Background-checks-on-health-aides-not-always-full-1370281.php">http://www.ctpost.com/local/article/Background-checks-on-health-aides-not-always-full-1370281.php</a></p>
<b>Delaware</b>	Yes. The SLTCO is aware of three multidisciplinary elder abuse groups (NORC February 2011 survey).	<p>The state licensing/regulatory agency reviews all nursing facility resident deaths (NORC Summary Sheet December 2002).</p> <p>Requires criminal background checks for all long-term care employees, not just direct care staff.</p>	MOU with APS, MFCU, State Long-Term Care Licensing/Regulatory Agency and Law Enforcement (NORC February 2011 survey).	<p>Bill introduced to change current state law and remove the legal requirement to prove a patient or resident did not provide consent to sexual activity with a staff person. The bill would make illegal for any staff charged with providing care in to people in institutions to have any sexual contact with the residents. The crime would be a felony with up to 15 years in prison.</p> <p>3/23/11: <a href="http://www.wdel.com/story.php?id=33305">http://www.wdel.com/story.php?id=33305</a></p> <p>Received funding from the Affordable Care Act to implement a statewide criminal history check system of potential long-term care employees. The statewide system must include a criminal history check of federal databases. The DE system will be called the Delaware Dashboard. Currently, criminal</p>

				<p>history checks are required for all long-term care staff.</p> <p>There are mandatory minimum sentences for elder abuse crimes.</p>
<b>DC</b>	<p>Yes. Currently, the group is planning their June 2011 conference, Elder Abuse: Self Neglect and Mental Health (NORC February 2011 survey).</p>	<p>Mandatory Autopsy for Deceased Wards of DC and Mandatory Unusual Incident Report Act of 1999 (NORC Summary Sheet August 2002).</p>	<p>MOU with State Long-Term Care Licensing/Regulatory Agency and the Department of Mental Health (NORC February 2011 survey).</p> <p>MOU with APS stating APS will provide upon request of the DCLTCOP "emergency assessment assistance" within 1 day of the LTCO's report of a crisis in a LTC facility.</p> <p>The LTCOP will contact the MFCU and Maryland Police Department regarding cases that involve falls, theft, and potential Medicaid or Medicare fraud. The DC Law 13-104 about "unusual incident reporting" has opened more communication between their offices to discuss cases before actual referrals are transmitted between the agencies (NORC Summary Sheet August 2002).</p>	
<b>Florida</b>				<p>Received funding from the Affordable Care Act to implement a statewide criminal history check system of potential long-term care employees. The statewide system must include a criminal history check of federal databases.</p>
<b>Georgia</b>	<p>Regional/county meetings (NORC Summary Sheet</p>	<p>A state-level task force created a grant-funded Senior Adult Victims Advocate to assist elders through criminal justice system.</p>	<p>Two successful elder abuse specialty units were created in metro-Atlanta county District</p>	

	October 2002).	(NORC Summary Sheet October 2002).	Attorney offices that accepted LTCOs referrals that led to prosecutions (NORC Summary Sheet October 2002).	
<b>Guam</b>	No, but there are regional multidisciplinary teams that meet as necessary to discuss specific cases (NORC February 2011 survey).		MOU with APS (NORC February 2011 survey).	
<b>Hawaii</b>				
<b>Idaho</b>	No (NORC February 2011 survey).		MOU with State Long-Term Care Licensing/Regulatory Agency (NORC February 2011 survey).	
<b>Illinois</b>	In 2009, Governor Quinn created the Nursing Home Safety Task Force to discuss reform, seek public input and submit a report by 1/31/10. A website was created to seek public input: <a href="http://www.nursinghomesafety.illinois.gov">www.nursinghomesafety.illinois.gov</a>		In February 2010, the AG created Operation Guardian. Operation Guardian enlists the IL State Police, Dept. of Public Health, Dept. of Aging and the LTCOP to discuss and recommend facilities for compliance checks. Investigators from the AG's office and members of the collaborating agencies make unannounced visits to review safety and compliance issues. The AG's office also conducts unannounced warrant sweeps for staff and residents. In recent visits investigators from the AG's office and law enforcement enter the facility first and the other agencies enter within a couple hours. As of 1/21/2011 they have conducted unannounced visits to 146 facilities and arrested 36	7/2010: SB326 was signed that requires 71 additional NH inspectors, more rigorous psychological evaluations and criminal background checks for residents and will separate residents with violent histories from other residents. IL will create new RCFs for residents with mental illness and enforce financial consequences for inadequate staff.  1/2011: The General Assembly passes a bill to increase the bed tax for nursing homes in hopes to increase funding by \$145 M in 2012. The Governor states the funding will be used to hire more state inspectors, finance other abuse reforms and enable facilities to hire more staff. In July 2010, the Governor signed a reform law with more stringent safety standards for NHs and creates new RCFs for residents with mental illness. State officials claim 86% of the estimated \$290 M in funds will return to the facilities to hire more staff to meet then new staffing level and other requirements. The remainder would be used to fund RCFs for

			employees and residents.  DuPage County State Attorney Office agreement with LTCR to investigate certain cases (NORC Summary Sheet October 2002).	residents with mental illness and hire more state investigators. Advocates want to see more of the funding to be used for safety, investigators and HCBS and less going to the facilities.
<b>Indiana</b>	No (NORC February 2011 survey).			SB363: Require criminal history checks on licensed health professionals.  SB460: Change Quality Assessment Fee (QAF) program and will set aside \$194 million for the next 3 years to reward top performing NHs (but remaining QAF funds will not be distributed to NHs based on quality of care rather it will be distributed for reimbursement rates and payments to NHs that provide specialized services). The additional money will be raised by increasing the QAF amount NHs pay the state; therefore, increasing the federal reimbursement amount.
<b>Iowa</b>				
<b>Kansas</b>	Yes (NORC February 2011 survey).			
<b>Kentucky</b>	Yes and the SLTCO initiated the formation of Regional Multi Agency Forums to address the systemic response to elder abuse and other long-term care issues (NORC February 2011 survey).	The Regional Multi Agency Forums develop elder abuse training and elder abuse public awareness projects. (NORC February 2011 survey).  In response to criticism for lack of prosecution for Type A citations, only 7 of 107 were prosecuted. Type A citations are incidents of abuse and neglect in nursing homes that result in the death or serious injury of a resident. The Governor asked the Cabinet for Health and Family Services to review state policies regarding ANE in nursing facilities and the following practices were implemented: <ul style="list-style-type: none"> <li>• The Cabinet for Health and Family Services</li> </ul>	MOU with APS, the State Long-Term Care Licensing/Regulatory Agency and the Office of Protection and Advocacy (NORC February 2011 survey).	HB52: Bill to prevent people such as adult children convicted of abusing or exploiting an elder person from inheriting from their estate (if there are no other heirs the proceeds from estate would go into a trust fund to help elderly or vulnerable adults). Bill would bar anyone convicted of felony abuse or exploitation of an adult to serve as the victim's guardian, executor, or legal representative. <i>Bill passed and signed into law.</i>  HB164: Bill to define procedures for adult guardians when the case involves more than one state. <i>Bill passed and signed into law.</i>  3/24/11:

		<p>established regular meetings to keep better track of Type A citations, increased training of LTCR inspectors, developed a standardized form for reporting ANE</p> <ul style="list-style-type: none"> <li>• OIG staff meet regularly with staff from AG, and Department of Community Based Services</li> <li>• Post Type A violations on website <a href="http://www.kentucky.com/2010/12/30/1582636/state-responding-to-nursing-home.html">http://www.kentucky.com/2010/12/30/1582636/state-responding-to-nursing-home.html</a></li> </ul>		<a href="http://www.kentucky.com/2011/03/24/1681911/bshear-signs-two-bills-to-protect.html">http://www.kentucky.com/2011/03/24/1681911/bshear-signs-two-bills-to-protect.html</a>
<b>Louisiana</b>			Law passed stating that the survey agency and APS must report abuse to law enforcement, but doesn't require facilities to report (NORC Summary Sheet August 2002).	
<b>Maine</b>	Yes, a statewide task force meets quarterly with representatives from regional task forces to share resources and plan joint events.	<p>PEACE (Partners for Elder Abuse Community Education-1995) with STOP grant funding from the Maine Justice Assistance Council created two reports and a video called "Martha's Story". Became 501c3 in 2003 and renamed Elder Abuse Institute of Maine, contracted to train LTC facilities, 3 year DOJ grant to develop first transitional housing for elder abuse victims. <a href="http://www.eaime.org">www.eaime.org</a> (Maine Elder Abuse Activities Summary)</p> <p>Created first statewide older victim services needs assessment and will allocate \$20,000 of federal funds according to the assessment results (Maine Elder Abuse Activities Summary).</p> <p>Maine Elder Death Analysis Review Team (MEDART 2003), under the AG's office, the multidisciplinary team meets monthly to review cases and evaluate the system that should</p>	The Elder Justice Partnership (EJP) was created in 2006 with funding from the DOJ, Office on Violence Against Women and 6 partner agencies. In 2008, the EJP received a continuation grant and now includes 17 state government and non-profit agencies. Goal is to improve responses to elder abuse cases through training and review policies and procedures related to elder abuse. Successes include training to 550 professionals, assisted in revision of state mandated reporting protocols in facilities and sharing best practices for hiring caregivers. Resources available on the EJP website include the <i>Potential Legal Remedies Guide</i>	



		<p>assist and/or protect the victim (Maine Elder Abuse Activities Summary).</p> <p>ANE intake workers participated in “job shadowing” with complaint investigators (Hawes &amp; Kimbell)</p>	<p>and a Google map of Maine Elder Abuse Initiatives, <a href="http://www.elderjusticepartners.org">www.elderjusticepartners.org</a>.</p> <p>The Maine health care fraud unit had MOUs with all other agencies involved in detecting, investigating and resolving allegations of elder abuse. The unit established a process in which all the other agencies would routinely send their intake and referrals to the unit so that the unit could look for patterns or identify instances that warranted further investigation by their staff (Maine Elder Abuse Activities Summary)</p>	
<b>Maryland</b>	<p>Don't Know (NORC February 2011 survey).</p>	<p>In 2006, LTCR agency provided a report to legislators regarding poor treatment in some RCFs in hopes to bring these serious issues to the forefront and result in an increased budget in order to increase their staff and ability to respond to complaints and conduct annual surveys (Hawes &amp; Kimbell).</p> <p>The Elder/Vulnerable Adult Abuse Prevention Committee (EVAAPC) was created in 1991 as a coalition of more than 20 federal/state agencies, private and non-profit organizations and citizens. The EVAAPC goals included creating a 24/7 hotline, increase public awareness and enhance professional training regarding abuse and neglect. The EVAAPC is no longer operational, but there is a 24/7 Department of Human Resources/Adult Protective Services hotline to report abuse (NORC January 2001).</p>		

		Local programs participate in elder abuse prevention activities and several programs apply for grants to conduct activities for World Elder Abuse Awareness Day. For World Elder Abuse Awareness Day 2010, the Department of Aging and Department of Human Resources developed a Public Service Announcement, produced and distributed educational material and a Fact Sheet and publicized local events.		
<b>Massachusetts</b>	Yes and the group provides statewide training sessions for long-term care staff (NORC February 2011 survey).		MOU with State Long-Term Care Licensing/Regulatory Agency (NORC February 2011 survey).	
<b>Michigan</b>		Elder Abuse Prevention Education Program, training for NH Administrators and staff to promote an abuse-free environment (NORC January 2001).		
<b>Minnesota</b>			All reports go to common entry point and then are referred to law enforcement as necessary.  MNCASA: Minnesota Coalition Against Sexual Assault held a webinar 1/26/11 with presenter, Nancy Fitzsimons (Minnesota State University), she has conducted research re: abuse of people with disabilities for 14 years. <a href="http://www.mncasa.org">www.mncasa.org</a>	
<b>Mississippi</b>				
<b>Missouri</b>	Yes, there are quarterly meetings that include	Through a project called MoSAFE (Missourians Stopping Adult Financial Exploitation) a training DVD regarding financial exploitation was		Received funding from the Affordable Care Act to implement a statewide criminal history check system of potential long-term care employees. The

	<p>representatives from state and federal agencies. These meetings began in 1999 in response to a national effort by the US Attorney General and the Department of Justice (NORC February 2011 survey).</p>	<p>created for bank employees and elders. Posters regarding financial exploitation were posted in banks, Senior Centers and other locations (NORC February 2011 survey).</p> <p>SERVE (Serving Elderly Residents who are Victims of Crime) started in 1996 to provide victim advocacy for residents in LTC, including support, counseling and information regarding victim's rights. The LTCOP receives referrals from the Department of Health and Senior Services (DHHS) and the LTCO interviews the resident to identify any trauma or needs after the alleged abuse (also speaking with the family if necessary). After interviewing the resident the LTCO works with the facility to attain any needed services for the resident including mental health services, assistance in relocation, or the LTCO may serve as the court appointed advocate if the resident's case goes to court. (NORC January 2001).</p> <p>8.5x11 card stock file cards re: elder abuse given to professionals to increase awareness (NORC January 2001).</p>		<p>statewide system must include a criminal history check of federal databases.</p>
<b>Montana</b>	<p>Don't Know (NORC February 2011 survey).</p>	<p>Local Ombudsmen participate in local monthly Adult Protection Team (APT) meetings. The members of the APT meetings include a variety of agencies that assist elders and they meet to discuss cases and coordinate services (NORC February 2011 survey).</p>		
<b>Nebraska</b>	<p>Yes (NORC February 2011 survey).</p>	<p>The stakeholder group hosted a one-day conference called "Elder Rights: Issues of the New Decade" last Fall. The conference was recorded and viewed by participants at 17 sites across the state. Two DVDs were created from</p>		<p>New law (from bill LB157), effective 1/1/12 will require more information about a potential guardian in order for a judge to make a more informed decision, it will require:</p>

		<p>the conference for future volunteer Ombudsman training, one DVD contained information from the entire conference and the other addressed issues involving Power of Attorney and Advance Directives. Legal Aid of Nebraska received a grant to develop integrated legal services across the state and met with stakeholders in January to develop a list of critical elder law issues and the development of a State Guardianship program was the most critical issue out of 18 items (NORC February 2011 survey).</p> <p>In January 2000, LTCR and APS sent a letter to facilities stating to contact law enforcement first in alleged cases of abuse, neglect or exploitation so they can immediately start an investigation (NORC Summary Sheet August 2002).</p>		<ul style="list-style-type: none"> <li>• Criminal history checks</li> <li>• A bond, which can be waived by the court or handled in other ways, on the ward's assets if they exceed \$10,000.</li> <li>• Letters of guardianship filed with the register of deeds in every county in which the ward owns property or interest in property.</li> <li>• An inventory of the ward's assets filed within 30 days of appointment of a guardian to the court, interested persons and bonding companies, if required, and then annual inventories after that.</li> <li>• Permission of the court to move the ward's place of residence outside the state.</li> <li>• Authorization of the court to refer guardianship and conservatorship cases to mediation or other alternative dispute resolution.</li> <li>• A procedure for an interested person to submit an affidavit to the court about concerns regarding a guardian, at the time of appointment or after.</li> </ul> <p>2/16/11 article:  <a href="http://journalstar.com/news/unicameral/article_177_a842b-3989-57e6-bc6e-d2512243b847.html">http://journalstar.com/news/unicameral/article_177_a842b-3989-57e6-bc6e-d2512243b847.html</a></p>
<b>Nevada</b>	Yes (NORC February 2011 survey).	Task force created 3 videos to be used in the community education re: elder abuse (in 1998) the videos are still used for training police (NORC January 2001).		SB55 is pending and would allow the Attorney General to collect fines, ranging from \$5,000 to \$30,000, for crimes against adults 60 and older. Those crimes include fraud, abuse, neglect and isolation and already carry a criminal penalty, but the fines would create a fund to assist victims and promote justice for elders.
<b>New Hampshire</b>				
<b>New Jersey</b>	No (NORC February 2011 survey).	The LTCOP gives presentations regarding financial exploitation to law enforcement and elder law organizations. In 2011, the LTCOP will provide public education regarding financial exploitation and the importance of documenting end-of-life decisions. The LTCOP, in	MOU with the State Long-Term Care Licensing/Regulatory Agency.	S-2284: Due to Assisted Living Concepts, Inc. discharging residents once they spent down their resources and qualified for Medicaid after promising they would be permitted to convert to Medicaid, this law requires that RCFs that surrender their license after promising not to

		collaboration with other agencies, will highlight successful prosecutions of financial exploitation. Additionally, the LTCOP will contact all long-term care facilities regarding ANE reporting requirements and ensure LTCOP contact posters are displayed and residents are informed of their rights (NORC February 2011 survey).		<p>discharge residents who become Medicaid-eligible to escrow funds sufficient to pay for the residents care in another facility for as long as they need care.</p> <p>A bill sponsored by State Senator Cunningham would establish a bill of rights for residents in ALFs and PCHs. The legislation was approved by the Senate and would require ALFs/PCHs to give residents a statement of their rights and post the statement in a public place within the facility.</p> <p><a href="http://www.nj.com/hudson/index.ssf/2011/02/state-legislature-considering.html">http://www.nj.com/hudson/index.ssf/2011/02/state-legislature-considering.html</a></p>
<b>New Mexico</b>	Yes and the members discuss joint investigations and identify trends in corporations that own two or more facilities (NORC February 2011 survey).	<p>Statute authorized SUA to conduct anonymous care evaluations and placed undercover residents in facilities (used LTCO and a contractor in 1997-1999) to detect and report abuse. (NORC January 2001).</p> <p>LTCOP trains with LTCR regarding reporting in order to improve their reports and potentially increase rate of substantiation (Hawes &amp; Kimbell).</p> <p>"Zero Tolerance of Elder Abuse," a multi-pronged initiative launched by the Governor established a unified intake site, the Aging and Disability Resource Center. They received about 10,000 calls a year on their in-state toll-free telephone line related to elder abuse, neglect and exploitation, and callers were directed to one of eight specially-trained staff. Calls that were screened-in for investigation were written up and electronically sent to one of 24 APS offices statewide (Hawes &amp; Kimbell).</p>	MOU with MFCU and State Long-Term Care Licensing/Regulatory Agency (NORC February 2011 survey).	<p>A new collaborative program called The Elder Investment Fraud and Financial Exploitation Prevention Program will train medical professional to identify elders that may be victims or potential victims of financial exploitation or investment fraud and refer cases to state securities regulators and adult protective services.</p> <p>4/29/11:  <a href="http://www.rld.state.nm.us/PublicInfo/2011/Elder%20Financial%20Abuse.pdf">http://www.rld.state.nm.us/PublicInfo/2011/Elder%20Financial%20Abuse.pdf</a></p>
<b>New York</b>	No (NORC February			

	2011 survey).			
<b>North Carolina</b>	<p>Yes, the original task force was initiated by the SLTCO. The task force is called S.A.F.E. in Long Term Care (Strategic Alliances for Elders in Long Term Care) (NORC February 2011 survey).</p> <p>Alamance County Adult Mistreatment Awareness Team (Hawes &amp; Kimbell)</p> <p>Cape Fear Council of Government created a group called "Elder Abuse" that performed skits regarding elder abuse to raise awareness (Hawes &amp; Kimbell).</p>	<p>The task force developed a diagram showing how all of the agencies and resident interact in response to allegations of abuse, neglect and exploitation. Created a 3-day course for law enforcement officers called "Investigating Crimes in Long-Term Care Facilities: Voiceless Victims" and an online version of the course. Sections of the 3-day course are presented to professionals and the general public. (NORC February 2011 survey).</p> <p>The S.A.F.E. in Long Term Care Task Force participates in World Elder Abuse Awareness Day activities by distributing the task force brochure and Voiceless Victims course curriculum  <a href="http://www.ncdhhs.gov/aging/pub/safe.pdf">http://www.ncdhhs.gov/aging/pub/safe.pdf</a>  (NORC February 2011 survey).</p> <p>Local multidisciplinary elder abuse groups have convened local conferences and created several products regarding elder abuse including: bill board messages, laminated visor cards for law enforcement, public service announcements and materials for local elder abuse training (NORC February 2011 survey).</p> <p>"First Responder's: A Guide to Abuse, Neglect and Exploitation of Disabled Adults" (the task force met for 1 year and created guide to be used in training starting in 1996) (NORC January 2001).</p> <p>An 80-hour personal care training course was developed with 34 hours of classroom training and 34 hours of supervised practical</p>		

		experience, including training regarding Resident Rights and identifying and reporting abuse, neglect and exploitation (Hawes & Kimbell).		
<b>North Dakota</b>			Only state in the country that received a federal waiver and does not have a MFCU.	
<b>Ohio</b>	Yes, Ohio Elder Abuse Commission	Numerous local interdisciplinary teams that address elder ANE.	Many local programs receive VOCA (Victims of Crime Assistance) grants. Several local programs participate in the CHECKS (Citizens Helping Elderly Citizens Keep Savings) program by working with banks to prevent financial exploitation (NORC Summary Sheet October 2002).	There is a draft Elder Justice Bill that would strengthen APS and make other improvements to the elder ANE prevention system.
<b>Oklahoma</b>	Yes (NORC February 2011 survey).	Oklahoma County Coalition Against Financial Exploitation of the Elderly (CAFEE) is a multidisciplinary group focusing on exploitation in all settings. Members include representatives from the OK Bankers Association, APS, OK City Police Department, OK County Sheriff's Office, LTCOP, and the AG Office. CAFEE provides training regarding identifying and prosecuting exploitation for clergy, law enforcement professionals and the public. CAFEE members meet monthly to staff cases and share information. CAFEE members have discussed cases involving non-payment in LTC that may indicate exploitation, provided training regarding how to effectively refer a complaint to APS and supported legislative improvements (NORC February 2011 survey and email communication).		

<b>Oregon</b>				HB 2849: Would reclassify criminal mistreatment in the first degree of individuals 65 or older as a Class B felony rather than a Class C, increasing the maximum sentence to 10 years and maximum fine to \$250,000 from \$125,000. The bill would also prevent convictions from being expunged from public records.
<b>Pennsylvania</b>	Yes (NORC February 2011 survey).	The LTCOP works closely with APS and has an annual 3-day conference for APS and the LTCOP to emphasize the importance of collaboration, cross-training and inclusion of other agencies. APS and the LTCOP also have regional networking meetings.  Requires criminal background checks for all long-term care employees, not just direct care staff.	MOU with APS (NORC February 2011 survey).  Act 13 Reports: These reports include cases of abuse and are tracked by county and facility and are distributed monthly to licensing agencies and are shared with the LTCOP (NORC February 2011 survey).  CARIE (Center of Advocacy for the Rights and Interests of the Elderly) <a href="http://www.carie.org">www.carie.org</a> (Hawes & Kimbell).	
<b>Rhode Island</b>	No (NORC February 2011 survey).	Rhode Island has an Elder Advocate policeman for each city and the LTCOP is in regular communication with that representative regarding abuse in long-term care (NORC February 2011 survey).	MOU with the state MFCU and State Long-Term Care Licensing/Regulatory Agency (NORC February 2011 survey).	Received funding from the Affordable Care Act to implement a statewide criminal history check system of potential long-term care employees. The statewide system must include a criminal history check of federal databases.
<b>South Carolina</b>			All allegations of ANE must be reported within 24 hours of awareness of the incident to the LTCOP and they will contact law enforcement (NORC Summary Sheet August 2002).	
<b>South Dakota</b>			Coordinates w/ MFCU and law enforcement (NORC Summary	



			Sheet August 2002).	
<b>Tennessee</b>				
<b>Texas</b>	No statewide elder abuse stakeholder group; however, several counties or regions have multidisciplinary groups to address elder abuse (NORC February 2011 survey).	Training for paramedics, re: elder ANE (Dallas LLCOP, Hawes & Kimbell).  ANE intake workers participated in “job shadowing” with complaint investigators (Hawes & Kimbell).	The LTCOP has an MOU with Adult Protective Services and the State Long-Term Care Licensing/Regulatory Agency. Also, the LTCOP communicates with the Attorney General’s office regarding fraud and with the MFCU regarding specific cases (NORC February 2011 survey).	The Texas Legal Services Center recently started surveying all clients that contact their hotline to assess for potential risk or experience with financial exploitation. (NORC February 2011 survey).
<b>Utah</b>				
<b>Vermont</b>				
<b>Virgin Islands</b>				
<b>Virginia</b>	No, but there are some regional multidisciplinary groups that address elder abuse (NORC February 2011 survey).	The local multidisciplinary groups have conducted Elder Abuse Awareness Events and they meet to review cases and share information among agencies. Additionally, a task force to address domestic violence among elders was created, a shelter for elderly victims of domestic violence was opened and grant funding was awarded for projects related to domestic violence among elders (NORC February 2011 survey).  Created a statewide Elder Law Task Force with representatives from local legal service agencies and local ombudsmen to review cases and address systemic elder care issues that may involve abuse, neglect or exploitation. The taskforce created a statewide elder law listserv to provide a forum for discussion of issues (NORC February 2011 survey).	MOU with APS, MFCU and the State Long-Term Care Licensing/Regulatory Agency.	
<b>Washington</b>	There is not a	Annual statewide “Access to Justice”		Legislation passed (HB 1494) that will provide

	<p>consistent statewide group, but there are local multidisciplinary groups that address elder abuse (NORC February 2011 survey).</p>	<p>conference (NORC February 2011 survey).</p> <p>To prevent abuse in adult family homes they created a 48-hour training course in a community college setting for new owners (SLTCO received a federal stimulus grant for the class and wants to have training in all colleges). Homes must post violations received, the Department of Social and Health Services posts survey results online and reports all suspected abuse and neglect in King County to law enforcement.</p> <p><a href="http://seattletimes.nwsources.com/html/localnews/2013768579_seniors26m.html">http://seattletimes.nwsources.com/html/localnews/2013768579_seniors26m.html</a></p>		<p>standards for elder-care referral companies. The legislation requires the following changes to be implemented by January 2012: obtain a signed disclosure statement of fees and commissions, maintain at least \$1 million in liability insurance coverage and complete a standardized intake form that tracks the elder's medical history and ability to pay for care. Also, the legislation place elder-care referral companies in the state Consumer Protection Act meaning complaints can be investigated by the state Attorney General's office.</p> <p>Legislation passed to enhance reporting of financial exploitation by banks and created mandatory reporting of suspicious deaths to law enforcement. Due to this legislation, there has been an increase in prosecutions of financial exploitation cases (NORC February 2011 survey).</p> <p>Puget Sound and Pierce County Crime Stoppers are posting billboards regarding elder abuse in a joint project to prevent, report and investigate elder abuse called Crimes Against Elders.</p> <p><a href="http://www.tacomadailyindex.com/portals-code/list.cgi?paper=88&amp;cat=23&amp;id=1925860&amp;more=0">http://www.tacomadailyindex.com/portals-code/list.cgi?paper=88&amp;cat=23&amp;id=1925860&amp;more=0</a></p>
<b>West Virginia</b>		<p>All mandatory reporters that suspect ANE in elder death must contact ME (NORC Summary Sheet December 2002 and August 2002).</p>	<p>All ANE reports go to APS and they contact law enforcement (NORC Summary Sheet August 2002).</p>	
<b>Wisconsin</b>	<p>Yes (NORC February 2011 survey).</p>	<p>The SLTCO participates in quarterly meetings with representatives of the DOJ, US AG office, VA, LTCR, Medicaid/Medicare Units, OIG and LTC licensing regarding the oversight of LTC facilities that receive Medicare/Medicaid. The group shares concerns, addresses issues and</p>	<p>MOU with State Long-Term Care Licensing/Regulatory Agency (NORC February 2011 survey).</p>	

		discusses potential prosecutions of corporations and individuals. After the quarterly meetings local ombudsmen meet with the DOJ and US AG regarding specific facilities in their region as needed.  Regional LTCO participate in county interdisciplinary teams called I-Teams to discuss elder ANE. An instructional manual for creating and sustaining I-Teams is available as a resource.		
<b>Wyoming</b>	Yes (NORC February 2011 survey).	Participation in the multidisciplinary task force has improved agency collaboration, especially in cases that may not be pursued by APS or law enforcement. Due to a previous 3-year grant, the LTCOP has been able to provide elder abuse education for law enforcement, prosecutors and judges. Currently, the LTCOP is applying for the second phase of this grant to introduce elder abuse training into the law enforcement academy (NORC February 2011 survey).	MOU with APS and the State Long-Term Care Licensing/Regulatory Agency (NORC February 2011 survey).	
AAA: Area Agency on Aging AG: Attorney General ALF: Assisted Living Facility ANE: Abuse, Neglect and Exploitation APS: Adult Protective Services CEU: Continuing Education Unit CNA: Certified Nursing Assistant		DOJ: U.S. Department of Justice HCBS: Home and Community Based Services LLTCO: Local Long-Term Care Ombudsman LTC: Long-Term Care LTCOP: Long-Term Care Ombudsman Program LTCR: Long-Term Care Regulatory MFCU: Medicaid Fraud Control Unit		MOU: Memorandum of Understanding NH: Nursing Home OIG: Office of Inspector General RCF: Residential Care Facility SLTCO: State Long-Term Care Ombudsman SUA: State Unit on Aging VA: U.S. Department of Veterans Affairs

**Sources:**

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