



Michigan Department of Attorney General



THANK YOU!



Elder Abuse Task Force

1. How it was formed
2. Members & how you can provide input
3. Initiatives
4. Available resources
5. How to support our efforts



DANA NESSEL

Dana Nessel, Michigan's 54th Attorney General, began her legal career as an Assistant Prosecutor in the Wayne County Prosecutor's Office.

For more than a decade, she was assigned to elite units within the office and handled some of Wayne County's most difficult cases in the Child & Family Abuse Bureau, Police Conduct Review Team, and Auto Theft Unit. Nessel was specially assigned to try homicide, arson, criminal sexual conduct and gang-related conspiracy cases, among many others.

ATTORNEY GENERAL INITIATIVES

The Michigan Attorney General's commitment to protecting and serving the people of Michigan is evident through a broad range of initiatives.

On any given day, you can find the Michigan Attorney General leading the fight against human trafficking; keeping Michigan's students and schools safe; battling Michigan's opioid epidemic; helping victims of crime; and leading the investigation into the Flint water crisis.

Catholic Church Clergy Abuse

Conviction Integrity Unit

Elder Abuse

Flint Water Crisis

Human Trafficking

Michigan State University

PFAS Contamination

Restorative Practices

Contract Opportunities

Crime Victim Rights

Expungement Assistance

Hate Crimes

**Michigan Identity Theft
Support**

Opioid

Payroll Fraud

Robocall Crackdown



ELDER ABUSE TASK FORCE

- Launched in March 2019.
- Led by Attorney General Nessel and the Michigan Supreme Court.
- 100+ members from 55+ organizations.
- Initiative accomplishing, not report writing.

Task Force Members & How You Can Provide Input

- Mi.Gov/ElderAbuse – select “Elder Abuse Task Force”

Elder Abuse/Neglect/Exploitation

More than 73,000 older adults in Michigan are victims of elder abuse. They experience abuse, neglect, and exploitation. The symptoms and treatment of elder abuse are complex and demand a concerted effort to tackle this often unrecognized and unreported social problem. That's why we brought together dozens of different organizations to work collaboratively to tackle the challenge.

**Elder Abuse Resources: 800-24-ABUSE
(22873)**

Report Elder Abuse: 855-444-3911

 **Vulnerable Adult Incident Report**

Elder Abuse Task Force



Elder Abuse Task Force Homepage

Elder Abuse Task Force

The Task Force launched in 2019 and consists of more than 55 different organizations in the public, private and nonprofit sectors - all working together to combat elder abuse.

The more than 100 individuals on the Task Force are divided into seven committees working diligently to accomplish [nine initiatives](#). Achievements include the adoption of a [Vulnerable Adult Incident Report form](#) for investigations by law enforcement across the state, including the implementation of related trainings.

In addition to the vulnerable adult incident report and associated trainings, the Financial Exploitation Prevention Act was passed that ensures mandated reporting for financial institutions on suspected fraud or exploitation. Additionally, legislation has been introduced to address the remainder of the First Revised initiatives and the Task Force is eager to work with its legislative partners this year to put in place increased protections for Michigan's most vulnerable.



Task Force Members & How You Can Provide Input

AG-PA@Michigan.Gov

MEMBERS

AARP	Adult Protective Services	Alzheimer's Association - Greater Michigan	Area Agencies on Aging
Attorney General Dana Nessel	Bronson Health Group	Disability Rights Michigan	EHM Senior Solutions
Eaton County Probate Court	Executive Office of the Governor	Guardianship & Alternatives, Inc	Health Care Association of Michigan
Kent County Probate Court	Lakeshore Legal Aid	LeadingAge Michigan	Legal Aid Defender Association
Legal Services of South Central Michigan	Michigan Assisted Living Association	Michigan Association of Chiefs of Police	Michigan Bankers Association
Michigan Center-Assisted Living	Michigan Commission of Law Enforcement Standards	Michigan Credit Union League	Michigan Dementia Coalition
Michigan Department of Civil Rights	Michigan Department of Health and Human Services	Michigan Department of Insurance and Financial Services	Michigan Department of Licensing and Regulatory Affairs
Michigan Elder Justice Coordinating Council	Michigan Elder Justice Initiative	Michigan Guardianship Association	Michigan Legislature
Michigan Long-Term Care Ombudsman	Michigan Poverty Law Program	Michigan Probate Judges Association	Michigan Sheriff's Association

Initiatives – Identifying and Tracking

- First initiatives based on recommendations from previous statewide task force reports.
- Additional initiatives follow-up on previous initiatives and updated by Task Force's Initiatives Committee.
- Publishing and tracking initiatives – transparency!
- Mi.Gov/ElderAbuse – select “Elder Abuse Task Force”

Elder Abuse Task Force Homepage

Resources

[Elder Abuse Task Force Initiatives](#)

[Elder Abuse Task Force Set of Second Initiatives](#)

[Elder Abuse Task Force Brochure](#)

[Elder Abuse Task Force Brochure - Arabic Version](#)

[Elder Abuse Task Force Brochure - American Sign Language Version](#)

[Elder Abuse Task Force Brochure - Spanish Version](#)

Newsletter

[Sign up for the Elder Abuse Newsletter](#)

[May 2022, Issue 7](#)

[January 2022, Issue 6](#)

[July 2021, Issue 5](#)

[June 2021, Issue 4](#)

[January 2021, Issue 3](#)

[July 2020, Issue 2](#)

[October 2019, Issue 1](#)

In the News

[Elder Abuse Task Force Hosting Symposium Next Week, Registration Remains Open](#)

[AG Nessel Charges Lansing Man with First-Degree Vulnerable Adult Abuse](#)

[COA Upholds Conviction of W. Mich. Man Who Embezzled \\$300,000 from Elderly Woman](#)

[AG Nessel, State Legislators Announce Legislative Package to Strengthen Guardianship and Conservatorship Laws](#)

[Former Insurance Agent Sentenced in Elder Abuse Embezzlement Case](#)



ELDER ABUSE TASK FORCE



1. Adopt a [standard Vulnerable Adult Incident Report form](#) for investigation and develop training for law enforcement, prosecutors, Adult Protective Service workers, and the Michigan Commission on Law Enforcement Standards academy.



2. Mandate reporting for banks and credit unions on suspected fraud or exploitation. [See the Financial Exploitation Prevention Act.](#)



3. Require the court to make findings of fact if a person with priority for appointment, such as a family member, is passed over in favor of a party with lower priority.

Task Force Initiative # 2:

- Mandate reporting for banks and credit unions on suspected fraud or exploitation.
- Financial Exploitation Prevention Act

Act No. 344
Public Acts of 2020
Approved by the Governor
December 30, 2020
Filed with the Secretary of State
December 30, 2020
EFFECTIVE DATE: September 26, 2021

ENROLLED SENATE BILL No. 464

AN ACT to require financial institutions to report financial exploitation of their customers or members; to allow financial institutions to freeze customer or member transactions or assets under certain circumstances; to provide immunity from criminal, civil, or administrative liability to financial institutions for actions taken in good faith under this act; and to provide for the powers and duties of certain governmental officers and entities.

The People of the State of Michigan enact:

Sec. 1. This act shall be known and may be cited as the “financial exploitation prevention act”.



ELDER ABUSE TASK FORCE

Financial Exploitation Prevention Act (FEPA) Presentation



FAST FACTS ABOUT FEPA

- Effective on September 26, 2021
- Requires financial institutions to report financial exploitation of vulnerable members/customers.
- Allows financial institutions to freeze transactions/assets under certain circumstances

AG'S FEPA PRESENTATION

For FEPA presentation requests, email stinedurfk@michigan.gov.
Include the following information:

- Audience description and number of participants
- Format (virtual or in person)
- Date/time (be as flexible as possible)



ELDER ABUSE TASK FORCE

Initiatives

- ☐ 3. Require the court to make findings of fact if a person with priority for appointment, such as a family member, is passed over in favor of a party with lower priority.
- ☐ 4. Require certification of guardians and conservators (including requirements for minimum training and professional standards) and increase guardians' visitation requirement from once every three months to monthly.
- ☐ 5. Refine the process for emergency petitions for guardianship/ conservatorship to promote individuals' due process rights and ensure that guardians are only appointed when no less restrictive alternative exists.

Guardian

A person or an entity is assigned by a court to oversee the **welfare and safety** of an individual.

Conservator

A person or an institution assigned by a court to handle an individual's **financial matters**.

A legal duty to act in the best interest of the protected individual.

Incapacitated

Guardianship – Incapacitated individual.

Conservatorship – Individual unable to manage property and affairs effectively.

By reason of mental illness, mental deficiency, physical illness or disability, chronic use of drugs, chronic intoxication, or other cause, not including minority, to the extent of lacking sufficient understanding or capacity to make or communicate informed decisions. MCL 700.1105(a).



Initiatives

- ☐ 6. Clarify and expand the guardian ad litem's responsibilities to ensure the individual appointed by the court to provide information – both to the alleged incapacitated person about the legal proceedings and to the court about the individual's circumstances and wishes – spends adequate time meeting privately with the vulnerable adult, and provides the court with a standardized, thorough, and objective report.



ELDER ABUSE TASK FORCE

Initiatives

- ☐ 7. Improve protections for wards when professional guardians seek to remove them from their homes, including requiring prior consultation with the wards when possible, and consideration of supports and services that would allow the wards to remain in their current residences. Require professional guardians in most circumstances to file petitions seeking court authority to move wards. Require courts to appoint guardians ad litem or, where appropriate, counsel for wards and to schedule hearings before authorizing moves to new residences.



ELDER ABUSE TASK FORCE

Initiatives



8. Establish a clear asset and income threshold above which the appointment of a conservator is required. Require expiration dates for guardian and conservator letters of authority and only renew letters of authority if required yearly reports are filed, thus ensuring ongoing transparency and accountability.



ELDER ABUSE TASK FORCE

Initiatives



9. Improve basic standards for medical reports that are used in guardianship and conservatorship hearings to ensure that these reports are providing the Court with relevant, accurate and complete information related to the individual who is the subject of the hearing as well as the medical or mental health professional who is submitting the report.

HOUSE BILL NO. 4847

May 18, 2021, Introduced by Rep. Filler and referred to the Committee on Judiciary.

A bill to amend 1998 PA 386, entitled "Estates and protected individuals code," by amending sections 5104, 5106, 5310, 5313, and 5409 (MCL 700.5104, 700.5106, 700.5310, 700.5313, and 700.5409), section 5106 amended by 2017 PA 136, section 5310 as amended by 2000 PA 54, and section 5409 as amended by 2012 PA 545, and section 5106a.

ENACT:

O. 4848

on Judiciary.

NO. 4849

ferred to the Committee on Judiciary.

LL NO. 4850



ELDER ABUSE TASK FORCE

Concerns of Interested Parties

- Guardianship Association (MGA)
- Chief Probate Judges (Kent, Macomb, Oakland, Saginaw, Washtenaw & Wayne)
- Probate Judges (MPJA)
- Probate and Juvenile Registers Association
- ELDRS Council
- Oakland County Bar-Probate Committee
- Michigan Hospital Association

Special Edition

JULY 2021, ISSUE 4

ELDER ABUSE TASK FORCE ANNOUNCES NEXT INITIATIVES

[Now that a legislative package has been introduced](#) that — when passed — will accomplish the remainder of our first initiatives, we are excited to announce the next set of initiatives.

These initiatives were discussed and adopted by the initiatives committee — a new leadership committee that will continually focus on the direction of the Task Force.

A significant amount of work has already been devoted to accomplishing these initiatives and the Task Force anticipates accomplishing them within the next year. Some of that work includes the Court Watcher program which is entering its pilot phase. Additionally, Financial Exploitation Prevention Act implementation and Training

[Click here to view the Task Force's second set of initiatives.](#)



SET OF SECOND INITIATIVES

- ☐ 1. Establish a court watcher program to monitor adult guardian and conservator hearings to highlight the court's transparency and help determine whether issues need to be addressed to strengthen the rights of elderly and vulnerable adults.
- ☐ 2. Provide comprehensive training to implement the [Financial Exploitation Prevention Act](#).
- ☐ 3. Develop local level multidisciplinary teams by publishing updated protocols, identifying successful teams, encouraging mentorships, and facilitating product collaboration.
- ☐ 4. Encourage and facilitate probate court referrals of financial exploitation to prosecutors by developing an easily accessible form.
- ☐ 5. Pass a family consent law that allows family members to consent to mental treatment thus reducing the number of necessary guardianships.
- ☐ 6. Pass a visitation law that better protects a legally incapacitated individual to communicate, visit, or interact with a person of their choosing.
- ☐ 7. Revise power of attorney statute to increase acceptance and



Second Set of Initiatives

- ☐ 1. Establish a court watcher program to monitor adult guardian and conservator hearings to highlight the court's transparency and help determine whether issues need to be addressed to strengthen the rights of elderly and vulnerable adults.
- ☒ 2. Provide comprehensive training to implement the [Financial Exploitation Prevention Act](#).

SET OF SECOND INITIATIVES




3. Develop local level multidisciplinary teams by publishing updated protocols, identifying successful teams, encouraging mentorships, and facilitating productive collaboration.



SET OF SECOND INITIATIVES



4. Encourage and facilitate probate court referrals of financial exploitation to local prosecutors by developing an easily accessible form.

 PROBATE JUDGE FINANCIAL EXPLOITATION REFERRAL TO LOCAL PROSECUTOR	
Date:	
Court & Contact Information:	
Phone:	Email:
Financial Loss: \$	Years of theft: Ongoing: Yes No
Financial Institution(s):	
File # (s):	Probate file copy attached: Yes No
Guardian and or conservator name and contact information:	
Alleged Victim	

* * *

The [Elder Abuse Task Force](#) created this form which judges should send to their local prosecutor.
The Michigan Attorney General works with local prosecutors and can be reached by email: miag@mi.gov.



ELDER ABUSE TASK FORCE

Second Set of Initiatives

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- ☐ 5. Pass a family consent law that allows family members to consent to medical treatment thus reducing the number of necessary guardianships.
- ☐ 6. Pass a visitation law that better protects a legally incapacitated individual's right to communicate, visit, or interact with a person of their choosing.
- ☐ 7. Revise power of attorney statute to increase acceptance and reduce fraud.



ELDER ABUSE TASK FORCE

Second Set of Initiatives

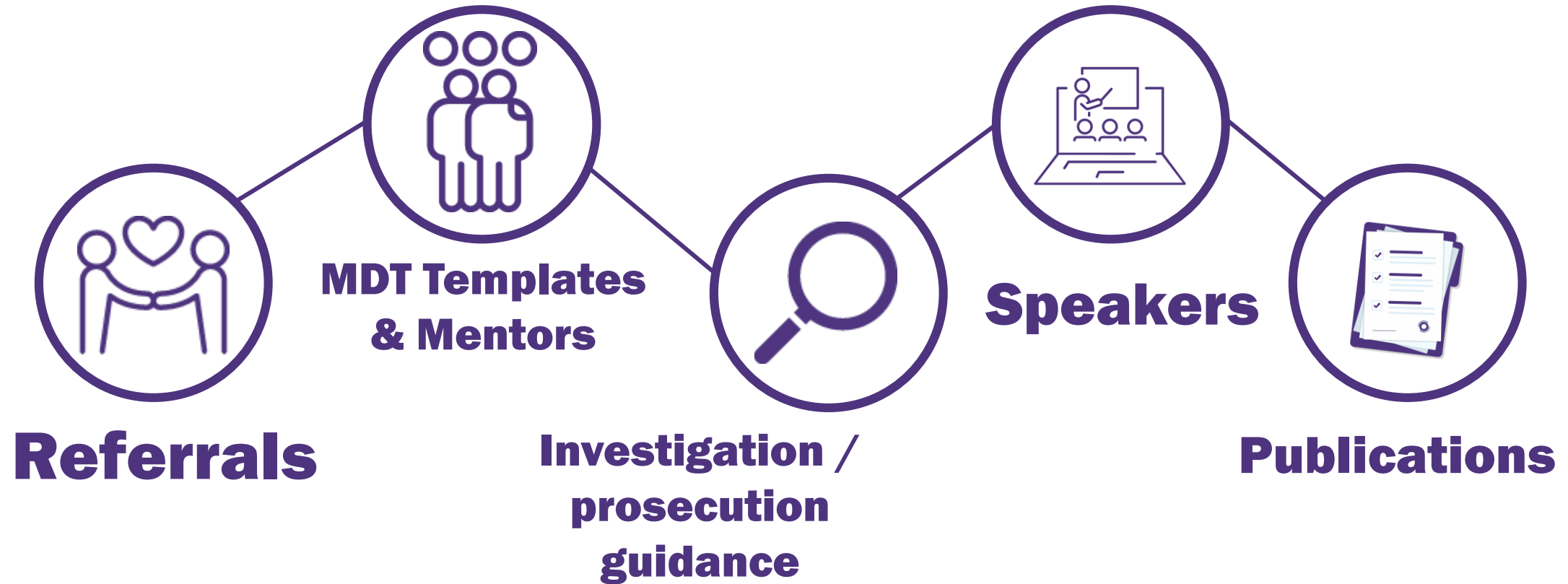
- ☐ 8. Revise consumer protection laws to include criminal penalties for violations involving victims over 80 years old and increase the associated civil penalty.
- ☐ 9. Provide statutory procedure for vulnerable adults to remove unwanted occupants from their home.



Second Set of Initiatives

- ☐ 10. Refresh partnership with Social Security Administration to identify instances of embezzlement from vulnerable adults in nursing homes. Send letters to all nursing homes soliciting information on suspicious financial activity, *i.e.*, known resident income coupled with history of non-payment. Take appropriate enforcement action.

Elder Abuse Task Force Resources



AGENCY	CONTACT	INFORMATION
Adult Protective Services	855-444-3911 mi.gov/mdhhs	24-hour crisis intervention for vulnerable adults.
Attorney General Consumer Protection	877-765-8388 mi.gov/agcomplaints	Report consumer complaints (e.g., scams, identity theft).
Attorney General Financial Crimes	517-335-7560 mi.gov/elderabuse	Report if someone is taking money or assets from a vulnerable adult not in a licensed residential care facility.
Attorney General Health Care Fraud	800-24-ABUSE (800-242-2873) mi.gov/elderabuse	Report financial or physical abuse or neglect of residents in licensed residential care facilities.
Attorney General Public Administration	517-335-4004 mi.gov/elderabuse	Concerns about a Public Administrator's handling of estate assets of individuals who die without a will or known heirs.
Counsel and Advocacy Law Line (CALL)	888-783-8190	Attorney-staffed telephone advice, brief service, and referrals for seniors (60+) and low income people.
Department of Insurance and Financial Services	877-999-6442 mi.gov/difs	Investigate consumer complaints against insurance, banking, credit union, mortgage and other financial products.
LARA Bureau of Community and Health Systems	Nursing homes: 800-882-6006 Adult foster care/ homes for the aged: 866-856-0126	Report abuse or neglect concerns in licensed facilities.
LARA Bureau of Professional Licensing	517-241-0199 mi.gov/lara	Report complaints and allegations against licensed care professionals (doctors, dentists, nurses, etc.)
Michigan Long Term Care Ombudsman	866-485-9393 mltcop@meji.org	Concerns about your rights, care, or services in a nursing home, home for aged or adult foster care.

No Excuse for Elder Abuse slogan used with permission from NLSM- Elder Law and Advocacy Center.

This project was supported by Victims of Crime Act Award Number 2018-V2-GX-0067 awarded by the Office for Victims of Crime, U.S. Department of Justice to the Division of Victim Services, Michigan Department of Health and Human Services.

REPORT ABUSE, NEGLECT

EXPLOITATION

Notify the Michigan Department of Health and Human Services Adult Protective Services (mi.gov/protectiveservices) at 855-444-3911, if you suspect abuse, neglect or exploitation occurred in:

- A private residence;
- An unlicensed setting (i.e., assisted living facility);
- An adult foster care home;
- A home for the aged; or
- A nursing home where the suspected perpetrator is not an employee of the facility or the resident is on leave from the nursing home.

REPORT ELDER ABUSE IN A NURSING HOME

To report abuse in a nursing home, contact the Attorney General's Health Care Fraud Division on its statewide hotline, 800-24-ABUSE (800-242-2873), by email (hcf@michigan.gov) or through the online complaint form (mi.gov/agcomplaints).

Michigan Attorney General
Health Care Fraud Division
P.O. Box 30218
Lansing, MI 48909

800-24-ABUSE (22873)
mi.gov/elderabuse



NO EXCUSE FOR ELDER ABUSE.



 **ELDER ABUSE
TASK FORCE**

REPORT ABUSE:
855-444-3911

ELDER ABUSE

SEE IT

DOCUMENT & REPORT IT

TASK FORCE

More than 73,000 older adults in Michigan are victims of elder abuse. They experience abuse, neglect and exploitation.

The symptoms and treatment of elder abuse are complex and demand a concerted effort to tackle this often unrecognized and unreported social problem.

That's why we brought together dozens of different organizations to work collaboratively to tackle the challenge.

ABUSE

Harm or threatened harm to an adult's health or welfare caused by another person.

NEGLECT

The inability or failure to provide adequate food, shelter, clothing, medical care, etc.

EXPLOITATION

The misuse of an adult's funds, property or personal dignity (e.g., humiliation, objectification, degradation, dehumanization) by another person.

Take photographs and written notes on: what you observed, when you observed it, who was present, and any further information that may be of assistance.

Immediately report incidents in the nursing home to the administrator, the director of nursing or the charge nurse of the health care facility.

Immediately report applicable situations to Adult Protective Services; the State Police and/or the local police; Attorney General Health Care Fraud Division; Long Term Care Ombudsman; and the Department of Insurance and Financial Services.

PHYSICAL SIGNS

of Elder Abuse/Neglect/Exploitation



Dehydration or unusual weight loss



Missing medication or medical assistive devices



Unexplained injuries or sores



Unsanitary living conditions or poor hygiene



Unattended medical needs or missed appointments

EMOTIONAL/BEHAVIORAL SIGNS

of Elder Abuse/Neglect/Exploitation



Unusual changes in behavior or sleep patterns



Withdrawal from normal activities



Isolation from friends or family



Increased anxiety or fear



Hesitation to speak in presence of "caregiver"

FINANCIAL SIGNS

of Elder Abuse/Neglect/Exploitation



Unpaid bills (elder adult receives foreclosure warnings, electricity is shut off)



Unusual changes in spending patterns (increases in ATM withdrawals, checks made out to cash or written out of order)



Missing household items (cherished heirlooms, expensive tools, or other valuable items)



Unexpected changes in wills or property deeds (property deeded/will changed to benefit "new friend")



Purchase of large items the elder adult does not use (vehicles when the adult does not drive, timeshare purchases when adult is homebound)

ELDER ABUSE

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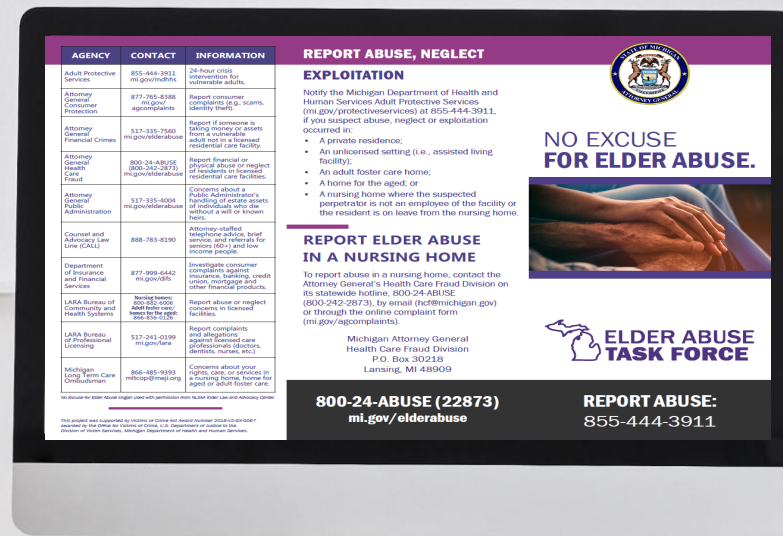
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Available in:

Arabic Mandarin Spanish ASL



ag-pa@mi.gov

Include:

Quantity

Mailing address (no PO boxes)

Elder Abuse Task Force Resources

Mi.Gov/ElderAbuse – select “Elder Abuse Task Force”

Elder Abuse/Neglect/Exploitation

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**Elder Abuse Resources: 800-24-ABUSE
(22873)**

Report Elder Abuse: 855-444-3911

PDF Vulnerable Adult Incident Report

Elder Abuse Task Force



Prevention Training Modules

Reporting

[View Entire Playlist](#)

[Mandatory Reporter Training for Adult Abuse, Neglect, and Exploitation](#)

[Reporting of Adult Abuse, Neglect, and Exploitation by a Concerned Person](#)

[Financial Exploitation Prevention Act Reference Material](#)

[Best Practices for Financial Institutions Making Reports Under the Financial Exploitation Act](#)

[Understanding Michigan's Financial Exploitation Protection Act](#)



Learn how to recognize, report, and prevent adult abuse, neglect and exploitation. This series focuses on person-centered support, building relationships, and preventing abuse, neglect and exploitation.

Resources

Newsletter


In the News

[Elder Abuse Task Force Initiatives](#)


[Sign up for the Elder Abuse Newsletter](#)

[Elder Abuse Task Force Hosting Symposium](#)


- 1




Training Module 1 - Person-Centered Support Minimizes the Risk of Abuse
Michigan Attorney General
- 2




Training Module 2 - Defining and Identifying Potential Signs of Abuse, Neglect, and Exploitation
Michigan Attorney General
- 3









Training Module 3 Reporting Abuse, Neglect, and Exploitation to APS
Michigan Attorney General
- 4



Training Module 4 - Recognizing Stressors
Michigan Attorney General
- 5



Training Module 5 - Understanding Stressors - Practical Steps to Counteract Them
Michigan Attorney General

- 6  **Training Module 6 - Understanding Communication**
Michigan Attorney General
- 7  **Training Module 7 Active Listening**
Michigan Attorney General
- 8  **Training Module 8 Understanding Conflict**
Michigan Attorney General
- 9  **Training Module 9 Positive Conflict Resolution**
Michigan Attorney General
- 10  **Training Module 10 Positive De-escalation for Persons With Brain Change**
Michigan Attorney General
- 11  **Module 11 When Abuse Happens Putting it All Together**
Michigan Attorney General

INVESTIGATIVE PROTOCOL



COMMUNITY ENGAGEMENT PROTOCOL



How to Support Our Efforts



ELDER ABUSE/NEGLECT/EXPLOITATION

More than 73,000 older adults in Michigan are victims of elder abuse. They experience abuse, neglect, and exploitation. The symptoms and treatment of elder abuse are complex and demand a concerted effort to tackle this often unrecognized and unreported social problem. That's why we brought together dozens of different organizations to work collaboratively to tackle the challenge.

Report Elder Abuse: 855-444-3911

Elder Abuse Resources: 800-24-ABUSE (22873)

VULNERABLE ADULT INCIDENT REPORT 

ELDER ABUSE TASK FORCE

mi.gov/elderabuse

How Individuals Can Help?

- ✓ Watch for signs of abuse neglect or exploitation.
- ✓ If you see something, say something—trust your gut & report to APS.
- ✓ Share our resources.

To Support our Legislation:

- ✓ Call/write your Representative and Senator.
- ✓ Call the chair of the committee the bill is before.
- ✓ Meet Rep/Senator in person in Lansing or by attending coffee hours.

To Support our Legislation:

- ✓ Letter of support when bill comes up in committee.
- ✓ Writing opinion editorials.
- ✓ Social media campaigns.

The Elder Abuse Task Force Symposium

Topic	Time
Symposium Overview Kristen Stinedurf, Assistant Attorney General	1:10-1:15 pm
Community Resources for Survivors of Elder Abuse Toi Dennis, JD Crime Victim Legal Assistance Project	1:15-1:30 pm
Adult Protective Services Cynthia Farrell, MDHHS Supportive Adult Services Section Manager	1:30-1:50 pm
Michigan's Long Term Care Ombudsman Answers your Questions Salli Pung, Michigan Long Term Care Ombudsman	1:50-2:00 pm

The Elder Abuse Task Force Symposium

Topic	Time
BREAK	2:00-2:10 pm
Recognizing Vulnerable Adults and Financial Exploitation Scott Tetter, Assistant Attorney General & Financial Crimes Division Chief	2:10-3:00 pm
Elder Abuse Awareness & Scam Prevention Katharyn Barron, Assistant Attorney General & Public Admin Division Chief	3:00-3:55 pm
Conclusion	3:55-4:00 pm



ELDER ABUSE TASK FORCE

Michigan Department of Attorney General

MI.gov/ElderAbuse

Q & A



Michigan Department of Attorney General

Those **employed**, licensed, registered, or certified to provide (or employees of an agency licensed to provide) the following services:

- Health care
- Education
- Social welfare
- Mental health
- Other human services



***Who is a
Mandatory Reporter?***



Health Care Services Include *(but not limited to...)*

- ✓ Physicians
- ✓ Nurses
- ✓ Physician's assistants
- ✓ Psychologists
- ✓ Licensed professional counselors
- ✓ Aides
- ✓ Dentists
- ✓ Dental hygienists
- ✓ Licensed EMS providers
- ✓ Hospital administrators/ Staff
- ✓ Staff in long-term care settings



Educational Services Include (*but not limited to...*)

- ✓ Teachers
- ✓ School administrators
- ✓ School counselors/Social workers
- ✓ Employees of educational service providers



**Public
Services
Include
(but not
limited to...)**

- ✓ Licensed social workers
- ✓ Marriage and family therapists
- ✓ County medical examiners/ Staff
- ✓ Adult day care providers
- ✓ Law enforcement officers
- ✓ Employees of public service providers



Am I a Mandatory Reporter?

- When in doubt, ask your employer
- Follow your Professional Code of Ethics

Podcast



Fraud Watch Network Helpline : 877-908-3360

File a Complaint

- The Bureau of Community and Health Systems receive and process complaints for:
 - Adult foster care and home for the aged.
 - Children's and adult foster care camps.

HOW TO MAKE A COMPLAINT

When making a complaint, it is important that you fill out the complaint form as completely as possible. Your name will be kept **confidential** and **will not** be released unless ordered by the court. You are not required to give your name or contact information. However, if you do not provide it, a licensing consultant will not be able to contact you if additional information is needed. **Your complaint may not be assigned or may be unconfirmed due to an inability to reach you for follow-up.**

Call: 866-856-0126



HEALTH FACILITY COMPLAINT FORM

Complete the information on all sections of this form. If you need help or have questions about this form, please call 800-882-6006.

Note: If you wish to remain anonymous, skip to [Section 2 - RESIDENT/PATIENT INFORMATION](#) section. If anonymous, our office will not be able to contact you to obtain additional information or reach you to notify you of the results of the investigation.

SECTION 1 - INFORMATION ABOUT PERSON FILING THE COMPLAINT

Complainant Name:

Relationship to Patient/Resident:

Select



Facility/Agency Type:

- ☐ Nursing Home/Long Term Care Facility
- ☐ Hospice Agency or Residence
- ☐ Hospital/Long Term Care Unit
- ☐ Home Health Agency
- ☐ Hospital (including Psychiatric)
- ☐ Surgery Center
- ☐ Other*:

Who We Serve

Residents of licensed long term care settings

- Nursing Homes
 - 454 homes with 45,994 beds
- Homes for the Aged
 - 313 homes with 23,841 beds
- Adult Foster Care Homes
 - 3,963 homes with 33,016 beds

Potentially over 102,000 people living in licensed long term care



How to contact Michigan Long Term Care Ombudsman (MLTCOP)

MLTCOP Website – www.MLTCOP.org

- Contact the State LTC Ombudsman Office: 517-827-8040
- Contact your Local LTC Ombudsman: 866-485-9393
- Email – MLTCOP@meji.org
- MLTCOP Resources - <https://mltcop.org/resources>

PREVENTION TRAINING MODULES



[VIEW ENTIRE PLAYLIST](#)

REPORTING

[MANDATORY REPORTER TRAINING FOR ADULT ABUSE, NEGLECT, AND EXPLOITATION](#)

[REPORTING OF ADULT ABUSE, NEGLECT, AND EXPLOITATION BY A CONCERNED PERSON](#)

[FINANCIAL EXPLOITATION PREVENTION ACT REFERENCE MATERIAL](#)

RESOURCES

[Elder Abuse Task Force Initiatives](#)

NEWSLETTER

[Sign up for the Elder Abuse Newsletter](#)

IN THE NEWS

[COA Upholds Conviction of W. Mich. Man Who Embezzled \\$300,000 from Elderly](#)



State of Michigan Attorney General Dana Nessel

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Elder Abuse Prevention Training



Michigan Virtual Courtroom


<https://micourt.courts.michigan.gov/virtualcourtroomdirectory/>

MiCOURT Virtual Courtroom Directory



Search

BY LOCATION

Locate a virtual courtroom by county or current location (click )

[ALL COUNTIES]



Search

OR

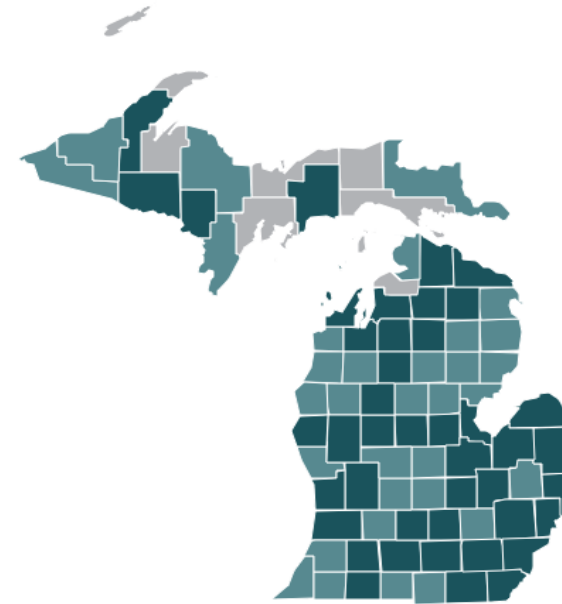
BY JUDGE

Locate a virtual courtroom by Judge or Hearing Officer

Enter Judge or Hearing Officer

Search

Results only include existing Virtual Courtrooms



Click a county to see available virtual courtrooms

■ Live now ■ Offline ■ Unknown

COVID-19 Each court's local administrative order for *Return to Full Capacity* can be found [here](#).

MiCOURT Virtual Courtroom Directory



Search

BY LOCATION

Locate a virtual courtroom by county or current location (click 📍)

[ALL COUNTIES]



Search

[ALL COUNTIES]

Alcona County

Alger County

Allegan County

Alpena County

Antrim County

Arenac County

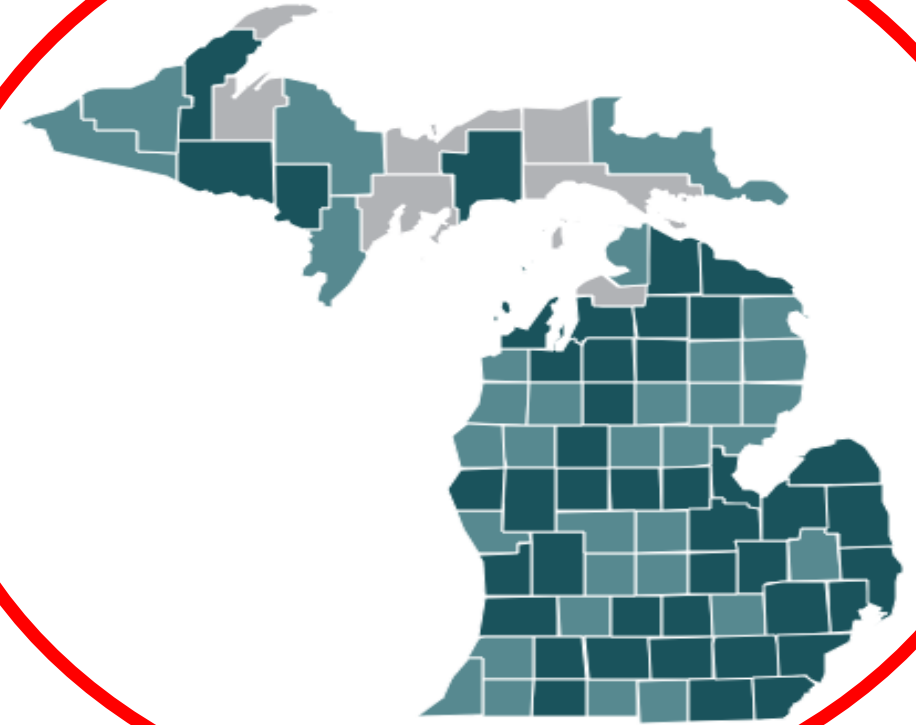
Baraga County

Barry County

Bay County

Search

Results only include existing Virtual Courtrooms



Click a county to see available virtual courtrooms

■ Live now

■ Offline

■ Unknown

Supported Decision Making

National Guardianship Summit definition:

“a series of relationships, practices, arrangements, and agreements, of more or less formality and intensity, designed to assist an individual with a disability to make and communicate to others decisions about the individual’s life.” (Prof. Robert Dinerstein)

Supported Decision Making

National Guardianship Summit recommendation:

2.1: States, the federal government, and the National Guardianship Network organizations should provide education, training, and outreach programs about supported decision-making (see preface definition).

* * *

Supported Decision Making

National Guardianship Summit recommendation:

3.2 States should eliminate plenary guardianships, allowing people to retain the maximum of rights, and if guardianship is imposed, require tailored guardianship order in all cases.

- The person should retain the rights to make certain choices such as association, free practice of religion, personal choice, marriage, and voting unless the court makes a specific finding that a restriction is essential.

• * * *



Michigan Department of Attorney General