



4/22/2009

PARTNER AGENCIES

TENNESSEE BUREAU OF INVESTIGATION

➤ ***Medicaid Fraud Control Unit***

The Medicaid Fraud Control Unit (*MFCU*) is a unit located within the Criminal Investigation Division of the Tennessee Bureau of Investigation. The MFCU is 75% federally funded through the U. S. Department of Health and Human Services, Office of Inspector General. State and federal statutes and regulations charge the MFCU with the investigation and prosecution of Medicaid (*TennCare*) provider fraud, and with the investigation and prosecution of complaints of abuse and neglect of vulnerable patients in all residential health care facilities that receive Medicaid funds, and in board and care facilities that care for two or more patients, regardless of funding source. Abuse cases worked by the Unit include physical, sexual and non-family patient fund thefts.

The MFCU is staffed by twenty field agents located in seven regional offices with headquarters in Nashville. The Unit also employs seventeen support and supervisory personnel. At least one agent in each field office is primarily responsible for responding to allegations of patient abuse. Typically, patient abuse cases comprise about one third of the workload of all MFCU cases. During the twelve months preceding March 31, 2006, the MFCU had forty-eight open abuse cases. During the same time period the

Unit obtained twenty indictments and ten convictions on abuse related cases. Referrals may be made directly to any regional TBI office or to MFCU headquarters in Nashville at (615) 744-4000.

LEGAL AID SOCIETY OF MIDDLE TENNESSEE AND THE CUMBERLANDS

Gary Housepian, Executive Director
300 Deaderick St. Nashville, TN 37201
Call: 615-244-6610 or 800-238-1443 for the nearest office.
www.las.org

The Legal Aid Society of Middle Tennessee and the Cumberland is a non-profit law firm that provides free civil legal assistance to clients in 48 counties. There are eight offices: Nashville, Clarksville, Gallatin, Murfreesboro, Columbia, Tullahoma, Cookeville and Oak Ridge. The firm has special expertise in several areas of the law, including housing, health care, domestic violence, bankruptcy, special education, community development, public benefits, Social Security and consumer law.

While each office may have different priorities the firm's priority is to handle cases that strengthen children and families. It has a strong program of community education and of providing assistance to community-based nonprofit organizations. The Legal Aid Society has several projects to assist special populations, including persons over 55, victims of domestic violence, low-wage taxpayers, and victims of housing discrimination. The firm has a bilingual staff members and interpreter services that allow it to work with clients in almost any language. The Legal Aid Society has a diverse funding base, including grants from the Legal Services Corporation, state filing fee funds, the Tennessee Bar Foundation, the IRS, HUD, AmeriCorps/VISTA, the U.S. Department of Justice and local fund raising.

KNOX COUNTY DISTRICT ATTORNEY GENERAL'S OFFICE

The Knox County District Attorney General's Office, like other District Attorneys General across the state, is responsible for prosecuting violations of state criminal laws occurring within its jurisdiction. In the area of adult abuse, the District Attorney General consults with investigating agencies such as Adult Protective Services and local law enforcement agencies during the course of their investigative activities, counsels investigators on investigative measures and the application of criminal statutes to the facts adduced by investigations, assists in the preparation of appropriate charging instruments and Grand Jury presentments, and allocates attorneys and support staff to handle the prosecution of criminal charges.

The Knox County District Attorney General's Office is an active member of Knox County and East Tennessee ElderWatch and works with their member organizations in abuse prevention, community education and awareness, and legislative lobbying activities in the areas of elder abuse, neglect, fraud, and exploitation.

DIVISION OF MENTAL RETARDATION SERVICE

➤ Protection from Harm Investigations

The Protection from Harm Investigations Unit conducts internal administrative investigations into allegations of abuse, neglect, exploitation, unexplained serious injuries and questionable or suspicious deaths for people who receive services through the Division of Mental Retardation Services (DMRS). The Investigations unit does not conduct criminal investigations. If the alleged abuse, neglect, or exploitation is a criminal act, the investigations unit will report the allegation to law enforcement.

DMRS defines abuse, neglect, and exploitation as:

- **Abuse** - The knowing infliction of injury, unreasonable confinement, intimidation or punishment with resulting physical harm, pain, or mental anguish
- **Neglect** - Failure to provide goods or services necessary to avoid physical harm, mental anguish or mental illness, which results in injury or probable risk of serious harm
- **Exploitation** - The deliberate misplacement, misappropriation or wrongful, temporary, or permanent use of belongings or money with or without consent.

If persons receiving services, families, staff, community citizens, etc., know about or suspect abuse, neglect, or exploitation involving a person receiving services, they may report directly to the Investigations Unit 24 hours a day. Staff persons for Providers contracted with DMRS are required to report within 4 hours of observation or discovery of abuse, neglect, exploitation, unexplained serious injury, or questionable or suspicious death.

The number to call depends on where in the State a person receiving services lives. There are three regions: East, Middle and West. The phone calls are free. The numbers are:

Central Office

Carol Wilkin, Director
615-253-2896
615-532-9940 (Fax)
Carol.Wilkin@tn.gov

East Tennessee

800-579-0023

Middle Tennessee

888-633-1313

West Tennessee

888-632-4490

DEPARTMENT OF COMMERCE AND INSURANCE

➤ *Securities Division*

The Tennessee Securities Division enforces the Tennessee Securities Act of 1980 to maintain the integrity of the securities market and to protect investors. The Division also promotes investor education and the prevention of fraud in the securities industry.

The Investor Education Program:

1. Provides practical, current information to help investors protect themselves
2. Informs Tennesseans about basic securities laws and protections
3. Alerts investors to potentially fraudulent securities schemes
4. Provides seminars and other educational opportunities for students, senior citizens and other interested groups

Daphne D. Smith, Assistant Commissioner

Patsy Holt, Investor Education Coordinator

1.800.863.9117

www.state.tn.us/commerce/securities

EAST TENNESSEE AREA AGENCY ON AGING AND DISABILITY

The East Tennessee Area Agency on Aging and Disability (*ETAAAD*) administers federal and state programs and services to help older adults and persons with disabilities remain at home. Among those are: Medicaid Waiver, Options for Community Living, National Family Caregiver Support, Nursing Home Ombudsman, Public Guardian, Legal Assistance, State Health Insurance Assistance Program, and East Tennessee ElderWatch. We believe that home is the first and best choice when possible, and that consumers

should live at home with dignity and in security – from peril or predator – for as long as they safely can.

EAST TENNESSEE ELDERWATCH

East Tennessee ElderWatch utilizes a combination of programs and measures to focus on raising **Awareness** and educating older adults on the issues of abuse, neglect and exploitation. **Empowerment** of consumers to make informed decisions will increase the effectiveness of **Prevention** efforts in East Tennessee ... and outward from there.

DEPARTMENT OF HUMAN SERVICES

➤ *Adult Protective Services*

Tennessee was one of the first states to pass legislation mandating the provision of protective services to adults. Adult Protective Services are for those individuals who are being abused, neglected or financially exploited (governmental funds only) and are unable to protect themselves due to physical or mental impairment or frailty due to aging.

Protective services for adults include the following activities:

- Receiving reports of adults in need of protective services
- Conducting investigations of reports received and accepted
- Identifying and assessing the individual's situation and service needs through the use of physical, psychological, psychiatric or social evaluations and consultations
- Determining levels of risk and danger
- Counseling with adults at risk or their appropriate representatives

- Assisting in locating or maintaining adequate food, shelter and clothing with those individuals who meet the criteria for APS intervention
- Assisting in obtaining required medical care or mental health services for those individuals who meet the criteria for APS intervention
- Assisting in arranging for Conservatorship, commitment or protective placements as needed those individuals who meet the criteria for APS intervention
- Assisting in locating or arranging for emergency shelter care those individuals who meet the criteria for APS intervention
- Providing legal intervention, when necessary
- Developing safety plans
- Assisting with transportation necessary in the provision of these service components
- Providing advocacy on behalf of the client or the program.

An adult has a right to self-determination, and at the same time an adult has a right under the law to be protected when he/she is unable to protect himself/herself. Out of concern for an individual's personal freedom, it is important for APS to seek the course of action which affords the needed protection while at the same time encroaches the least upon that freedom.

Protective Services are for adults who are in need of protection and who are dependent on this service to some degree for that protection. Although quality of life is certainly improved by the availability of this service, improving the quality of life is not the sole purpose of the service. The purpose of the service is to prevent abuse, neglect and financial exploitation. APS supports clients and their families in their efforts to protect the client. APS attempts to maintain an adequate level of safety for the adult. The focus of services is necessarily on "adequate" levels of care.

Vickie Lawson, Director – APS

Adult Protective Services Local Numbers:

Knoxville: 865/594-5685

Chattanooga: 423/634-6624

Davidson: 615/532-3492

Memphis: 901/320-7220

MEHARRY CONSORTIUM (VU, MMC, TSU)

➤ ***Geriatric Education Center (MCGEC)***

The MCGEC, also known as The Center on Aging, has been housed at Meharry Medical College for the past fourteen years. It is presently staffed by a director, a gerontologist, and an assistant – a bilingual Peruvian. The Center is grant funded by the Bureau of Health Professionals, Health Resources and Services Administration (*HRSA*). The director was awarded two million dollars to reopen the Center in 2001. The Center was funded for five years and has reapplied for funding in 2007. Our funding requires that we follow the objectives as outlined by HRSA:

1. To improve the training of health professionals in geriatrics
2. To develop and disseminate curricula relating to the treatment of the health problems of older adults
3. To support the training and retraining of faculty to provide instruction in geriatrics
4. To support continuing education of health professionals who provide geriatric care
5. To provide students with clinical training in geriatrics in nursing homes, chronic and acute disease hospitals, ambulatory care centers, and senior centers

During the five years of federal funding the Center on Aging Program has trained 16,000 health professionals from all areas of Tennessee. Elder Abuse is an ongoing program for all these health professionals. Major seminars attract national leaders in Geriatrics. We also contract with physicians and speakers from the major health facilities in our area to provide lectures and programs to our trainees, the health professionals of our area. We work closely with the Greater Nashville Regional Council - Area Agency on Aging and Disability and other agencies serving older adults.

SOUTH CENTRAL TENNESSEE DEVELOPMENT DISTRICT

➤ *South Central Tennessee Area Agency on Aging and Disability*

The South Central Tennessee Development District (SCTDD) is the designated Area Agency on Aging & Disability (AAAD) for Bedford, Coffee, Franklin, Giles, Hickman, Lawrence, Lewis, Lincoln, Marshall, Maury, Moore, Perry and Wayne Counties. The SCTDD/AAAD staff is required to report any suspected abuse, neglect or exploitation to Adult Protective Services (APS) as required by the Tennessee Statute. All APS referrals for home and community based services are considered priority. The SCTDD/AAAD contracts with local service providers for programs and services that include: senior center services, nutrition services (congregate and home-delivered meals), homemaker services, long-term care ombudsman services, legal assistance, public guardianship/conservator, State Health Insurance Assistance Program (SHIP), and home and community based services through the Options for Community Living Program, National Family Caregiver Support Program, and the Medicaid Waiver Program. The SCTDD/AAAD allocates Title VII Elder Abuse grant funds to support the local Adult Abuse Coalition of South Central Tennessee, which has been in existence since the Fall of 2003.

South Central TN Development District
Area Agency on Aging & Disability
PO Box 1346
Columbia, TN 38402-1346
Toll Free 1-866-836-6678
Direct Phone (931) 490-5900
Fax (931) 381-2053
www.sctdd.org
Email: amorrow@sctdd.org

DEPARTMENT OF MENTAL HEALTH AND DEVELOPMENTAL DISABILITIES

The Tennessee Department of Mental Health and Developmental Disabilities' (*TDMHDD*) mission is to plan for and promote the availability of a comprehensive array of quality prevention, early intervention, treatment, habilitation, and rehabilitation services and supports which are equitably and efficiently allocated statewide, allowing people to live in their communities within settings based on the needs and choices of individuals and families served.

TDMHDD operates five (5) Regional Mental Health Institutes (*RMHIs*) that provide in-patient psychiatric services for both adults and children/youth. Most RMHI admissions are on an emergency involuntary basis, with a variety of court-ordered inpatient evaluation and treatment services also provided. The RMHIs provide psychiatric services based upon the demonstrated and emerging best practices of each clinical discipline.

Lakeshore Mental Health Institute
Lee Thomas, Chief Officer
5908 Lyons View Pike
Knoxville, TN 37919
(865) 584-1561

Moccasin Bend Mental Health Institute
William Ventress, Chief Officer
Moccasin Bend Road
Chattanooga, TN 37405

Middle Tennessee Mental Health Institute
Lynn McDonald, Chief Officer
221 Stewarts Ferry Pike
Nashville, TN 37214-3325

Western Mental Health Institute
Roger Pursley, Chief Officer
Highway 64 West
Bolivar, TN 38074
(731) 228-2000

Memphis Mental Health Institute
Dr. Jeanne West-Freeman, Interim Chief Officer
951 Court Avenue
Memphis, TN 38103
(901) 577-1800