

	Agency	How they help	Potential Areas of conflict
1.	Other County/Tribal Adult Protective Services	<ul style="list-style-type: none"> <li>- Provide history on some victims and perpetrators</li> <li>- Back-up for large projects (like emergency placements during a disaster)</li> <li>- Source of resources/ information</li> </ul>	<ul style="list-style-type: none"> <li>- Jurisdictional issues (is it my case or yours?)</li> <li>- Struggle for limited resources/ funding</li> <li>- There may be philosophical differences in how to handle cases</li> </ul>
2.	Home Delivered Meals	<ul style="list-style-type: none"> <li>- Provide meals free or at low cost</li> <li>- Can be an extra set of eyes in the home</li> <li>- May provide assistance referrals</li> </ul>	<ul style="list-style-type: none"> <li>- May not deliver to some areas (especially rural areas)</li> <li>- May not provide meals on weekends</li> <li>- May not have special diet available</li> </ul>
3.	Ordinance Enforcement	<ul style="list-style-type: none"> <li>- Can be the “bad guy” in hoarding cases, putting pressure on the client to clean things up.</li> <li>- Will often work with APS to give the client time to clean-up a situation.</li> </ul>	<ul style="list-style-type: none"> <li>- Often require clients to clean-up too fast.</li> <li>- May require clients to pay large fines or clean-up fees.</li> <li>- The client’s mental health is not their priority.</li> </ul>
4.	Animal Control	<ul style="list-style-type: none"> <li>- Can be the “bad guy” in cases involving animal care, putting pressure on the client to give up animals</li> <li>- Will often work with APS to help the client improve their situation</li> </ul>	<ul style="list-style-type: none"> <li>- May require client to give up all animals</li> <li>- May push for a quicker resolution than the client can handle.</li> <li>- The client’s mental health is not their priority.</li> </ul>
5.	Corporate Guardian/ Conservator	<ul style="list-style-type: none"> <li>- Can safeguard individual’s assets</li> <li>- Can ask the court to require a client to be medicated if necessary.</li> <li>- Can make medical decisions</li> <li>- Can make placement decisions</li> </ul>	<ul style="list-style-type: none"> <li>- Higher level of proof required than the general public’s idea of incapacitated</li> <li>- Often overworked/overwhelmed</li> <li>- Legal process is time consuming</li> </ul>
6.	Adult Day Health Centers/Adult Day Social Centers	<ul style="list-style-type: none"> <li>- Can provide a safety net for clients for part of the day.</li> <li>- Can provide respite to caregivers</li> </ul>	<ul style="list-style-type: none"> <li>- Participant on participant abuse can happen</li> <li>- Service areas can be limited</li> </ul>
7.	Caregiver Agency	<ul style="list-style-type: none"> <li>- Can provide hired caregivers for clients either free (if it’s a government or insurance based service) or for a fee.</li> <li>- Can be a source of respite or emergency care</li> <li>- Caregivers meet background check criteria</li> <li>- Can provide an “extra set of eyes” on the client’s situation</li> </ul>	<ul style="list-style-type: none"> <li>- May refuse to believe/investigate claims that their caregivers have acted wrongly</li> <li>- May refuse to serve difficult/demanding clients</li> <li>- May not be able to provide caregivers as timely as they claim</li> <li>- May fail to send caregivers for a shift (and not let anyone know)</li> </ul>
8.	Utility Companies	<ul style="list-style-type: none"> <li>- Can work out payment options for clients</li> <li>- May have low-income programs</li> <li>- May have programs for people with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>- Need to get paid by <i>someone</i> (They are a business, not a charity)</li> <li>- May not be willing to cut a deal in every case.</li> </ul>
9.	Law Enforcement	<ul style="list-style-type: none"> <li>- Welfare Checks on clients</li> <li>- “Back-up” for workers in dangerous</li> </ul>	<ul style="list-style-type: none"> <li>- Not all abuse is criminal</li> <li>- Have a different standard of proof</li> </ul>

		<p>situations</p> <ul style="list-style-type: none"> <li>- Enforce “Stay Away” orders</li> <li>- Keep the peace</li> <li>- Arrest perpetrators</li> <li>- Can fingerprint/ID lost/demented clients</li> </ul>	<ul style="list-style-type: none"> <li>- Need different level of evidence</li> <li>- Have different confidentiality rules</li> <li>- See some situations as civil</li> <li>- Focus is on the perpetrator, not the client</li> <li>- May lack knowledge about APS</li> </ul>
10.	Fire/Emergency Medical Services	<ul style="list-style-type: none"> <li>- Emergency response to individuals with medical issues</li> <li>- Welfare checks in some communities to individuals post-hospital</li> <li>- Can provide lift assist in most communities</li> </ul>	<ul style="list-style-type: none"> <li>- Situations with more emergent needs will take precedence.</li> <li>- Some services run by volunteers and may have differing levels of expertise and ability to respond.</li> <li>- Transport requires medical necessity</li> </ul>
11.	Social Security	<ul style="list-style-type: none"> <li>- Can assign a Representative Payee to clients that need help managing their money.</li> <li>- Can provide background information about a client (address, name of rep payee, previous occupations, Medicare eligibility, etc.)</li> <li>- Can put a hold on a check in order to protect the client or his money</li> </ul>	<ul style="list-style-type: none"> <li>- Can be very difficult to get in touch with staff to confirm information about the client’s SSA benefits</li> <li>- Cumbersome paperwork and benefits application and appeal process, lacks immediate benefit</li> </ul>
12.	Representative Payee Program	<ul style="list-style-type: none"> <li>- Can help client manage their money</li> <li>- Usually charge the client a fee</li> <li>- Some provide case management</li> </ul>	<ul style="list-style-type: none"> <li>- May be a source of financial abuse</li> <li>- May have high fees</li> </ul>
13.	Physicians, Medical Providers and Hospitals	<ul style="list-style-type: none"> <li>- Can provide consultation on care needs</li> <li>- Clients are often more willing to talk to their doctor than others</li> <li>- Can determine whether a client needs a guardian</li> </ul>	<ul style="list-style-type: none"> <li>- Doctors often do not want to complete incompetency determination paperwork. They don’t want to upset their patient or testify in court.</li> </ul>
14.	Long Term Care Ombudsman	<ul style="list-style-type: none"> <li>- Investigate complaints of residents of long term care facilities and act as their advocates</li> </ul>	<ul style="list-style-type: none"> <li>- Must have the consent of the client to report to law enforcement or other agencies.</li> <li>- Often use volunteers who may not have the skills to deal with specialized types of abuse (undue influence for example)</li> </ul>
15.	Care Licensing Agency	<ul style="list-style-type: none"> <li>- Investigate and cite facility violations</li> </ul>	<ul style="list-style-type: none"> <li>- They handle the issues with the facility but do not provide services to individual victims.</li> <li>- Often have a limited staff to facility ratio so may only check on a facility once every 2-3 years.</li> </ul>
16.	State Contractor’s Licensing Board	<ul style="list-style-type: none"> <li>- Can go after contractors who rip off clients</li> </ul>	<ul style="list-style-type: none"> <li>- Not always able to do much (if anything) against unlicensed contractors</li> </ul>
17.	Medicaid	<ul style="list-style-type: none"> <li>- Provides medical care for low income seniors</li> </ul>	<ul style="list-style-type: none"> <li>- May not pay for specialized care or procedures or equipment</li> </ul>

18.	Mental Health	<ul style="list-style-type: none"> <li>- Can hospitalize individuals who are a danger to themselves or others</li> <li>- Can deal with suicidal clients</li> <li>- Can provide treatment for mentally ill clients/perpetrators</li> </ul>	<ul style="list-style-type: none"> <li>- Dementia is organic and not a mental health problem (they won't do a mental health hold or treat dementia)</li> <li>- Generally office-based for assessment and treatment</li> <li>- Generally can't provide transportation</li> <li>- Have different (stricter) rules about confidentiality</li> </ul>
19.	Attorneys	<ul style="list-style-type: none"> <li>- Represent individuals in civil and criminal court proceedings.</li> <li>- Appointment as guardian ad litem may occur through the court for private attorneys.</li> </ul>	<ul style="list-style-type: none"> <li>- May not accommodate rates for lower income individuals</li> <li>- Depending upon who is representing, APS may have a conflict.</li> </ul>
20.	Veterans Administration	<ul style="list-style-type: none"> <li>- May provide medical care, trauma services, medical transportation, and other support services</li> </ul>	<ul style="list-style-type: none"> <li>- May not pay for specialized care or procedures or equipment</li> </ul>
21.	Aging and Disability Resource Center or Office on Aging (Elderly Services)	<ul style="list-style-type: none"> <li>- May offer case management services</li> <li>- May have a caregiver registry</li> <li>- May offer help with home repairs</li> <li>- May help clients complete forms, etc.</li> <li>- May offer free legal services</li> <li>- Information and assistance in obtaining needed services</li> </ul>	<ul style="list-style-type: none"> <li>- Focus is on "healthy aging" rather than on vulnerability</li> <li>- May have looser confidentiality rules</li> </ul>
22.	Disability Advocates	<ul style="list-style-type: none"> <li>- Depending on eligibility, may provide training to deal with disability, help with housing, caregivers, respite care, sheltered workshop activities, social and recreational activities, etc.</li> </ul>	<ul style="list-style-type: none"> <li>- There may be philosophical differences with APS- may want to promote client independence at the expense of safety.</li> </ul>
23.	Social Services Agencies	<ul style="list-style-type: none"> <li>- Range of services to provide additional support to those in need</li> <li>- May provide medical care, trauma services, medical transportation, and other support services</li> </ul>	<ul style="list-style-type: none"> <li>- Eligibility criteria varies</li> <li>- Service availability and range is dependent on community resources</li> <li>- Often use volunteers</li> </ul>
24.	Public Health	<ul style="list-style-type: none"> <li>- Can check on clients who refuse to go to doctor</li> <li>- Can provide consultation on care needs</li> <li>- Clients are often more willing to talk to a nurse than anyone else</li> </ul>	<ul style="list-style-type: none"> <li>- May not be available for every case</li> </ul>
25.	Rape Crisis Program	<ul style="list-style-type: none"> <li>- Have expertise in sexual assault.</li> <li>- Can arrange a forensic exam</li> <li>- Can provide specialized counseling</li> </ul>	<ul style="list-style-type: none"> <li>- May not have experience with older or disabled victims</li> <li>- Counseling groups for younger people may not be appropriate</li> </ul>
26.	Welfare Fraud Investigations	<ul style="list-style-type: none"> <li>- Investigates situations where the client or other (e.g. caregiver) is defrauding the welfare system</li> </ul>	<ul style="list-style-type: none"> <li>- APS may have a conflict if the client is the one being fraudulent</li> </ul>

27.	Domestic Violence Program/Shelter	<ul style="list-style-type: none"> <li>- Provide emergency shelter to victims of DV</li> <li>- Provide counseling to victims</li> <li>- Provide help obtaining services</li> <li>- Help with restraining orders, stay away orders, etc.</li> <li>- May provide services not limited to intimate partner</li> </ul>	<ul style="list-style-type: none"> <li>- Services may not be set-up to handle elderly/disabled clients</li> <li>- Support groups may be made up of younger women with different needs</li> <li>- There is a philosophical difference between APS and DV that seems to cause friction. (DV sees abuse as caused by power and control issues, APS sees additional causes such as ageism, responsibility for perp/child and caregiver burn out)</li> </ul>
28	Managed Care Providers / IRIS	<ul style="list-style-type: none"> <li>- Case management services which include multiple professionals, including nursing</li> <li>- Funding for services when need established</li> </ul>	<ul style="list-style-type: none"> <li>- Individuals must meet requirements established under the functional screening criteria.</li> <li>- Services provided through contracted providers only</li> </ul>
29.	Department of Justice and Corrections	<ul style="list-style-type: none"> <li>- Provide history on some victims or perpetrators</li> <li>- Community Corrections can provide monitoring if the person is actively involved in their system.</li> </ul>	<ul style="list-style-type: none"> <li>- There may be philosophical differences that need to be overcome (Terminology and goals differ from APS).</li> <li>- Large caseloads of DOJ staff</li> </ul>
30.	Consumer Protection Agency	<ul style="list-style-type: none"> <li>- Tracks and is able to provide information as to history of any complaints against an entity</li> <li>- Public education materials available for use</li> </ul>	<ul style="list-style-type: none"> <li>- Relies on reporting of those impacted by scams.</li> <li>- Scope is broad and may have difficulty connecting with the proper individual in the agency.</li> </ul>
31.	Legal Action (Elderly Rights)	<ul style="list-style-type: none"> <li>- Advocates and litigates cases on behalf of older adults who have been victimized</li> <li>- Able to provide legal background on pertinent issues</li> </ul>	<ul style="list-style-type: none"> <li>- Limited funds necessitate careful screening of those who are to receive services</li> <li>- Not available in every area of the state / limited staffing</li> <li>- Must see a legal violation</li> </ul>
32.	Transport Providers	<ul style="list-style-type: none"> <li>- Able to assist in the transportation of individuals to and from court proceedings or medical appointments</li> </ul>	<ul style="list-style-type: none"> <li>- May require funding/contract for transportation prior to providing the services</li> <li>- Court transport is not reimbursable through Medicaid</li> <li>- Limited availability at times</li> </ul>
33.	Homeless Shelters	<ul style="list-style-type: none"> <li>- Immediate shelter for those displaced from their homes</li> </ul>	<ul style="list-style-type: none"> <li>- May not be able to effectively accommodate those with disabilities or health needs</li> <li>- Often require the individual to be gone during the day</li> </ul>

34.	Department of Housing & Urban Development (HUD)	<ul style="list-style-type: none"> <li>- Entity that subsidizes housing for low-income individuals through a range of programs.</li> </ul>	<ul style="list-style-type: none"> <li>- May have extensive waiting lists</li> <li>- Application can be cumbersome</li> <li>- For voucher programs, must find a landlord willing to work with the program</li> </ul>
35.	Religious/ Faith Based Entities	<ul style="list-style-type: none"> <li>- Provide support and occasional financial assistance to individuals in need.</li> </ul>	<ul style="list-style-type: none"> <li>- Scope of assistance varies by entity.</li> <li>- Referral processes not always clearly outlined.</li> <li>- Religious foundations not accepted by some.</li> </ul>
36.	Banks	<ul style="list-style-type: none"> <li>- Repositories of assets</li> <li>- Small community banks may know and be able to refer individuals who are acting differently in their banking.</li> </ul>	<ul style="list-style-type: none"> <li>- May not be willing to take action on accounts without legal paperwork</li> </ul>