

Attorney General (AG) 2013 Aging 2020 Update By Goal

Goal 1: Make it easier for older Arizonans to access an integrated array of state and aging services.

For older Arizonans to fully participate in all aspects of community living, they and their families need access to information, resources, and services through a variety of venues. To this end, public and private organizations can play a leadership role in making it easier for older Arizonans to find and use the services and resources they need, no matter where in Arizona they may live.

Objective 1.1: Provide information and promote understanding of options, benefits, and available services through a range of multi-media formats.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
k. Review and revise the Attorney General web site to ensure its suitability for an aging population in accordance with GITA guidelines and resource availability.	AG		Ongoing	

Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population.

The role of education cannot be underestimated in planning Arizona's future. Education permeates nearly every section of the Aging 2020 Plan. Through education, the fears, myths and misconceptions about aging can be changed so that older adults, businesses, providers and Arizona, as a whole, can be free from artificial barriers that prevent all from realizing the full potential of our changing population.

Objective 2.1: Provide culturally appropriate information to older adults and their families to promote a broad understanding of issues that arise as we age and how to address them.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
f. Use a combination of agency employees and volunteers/retirees to provide community education services on topics such as predatory lending, life care planning, identity theft, etc.	AG		Ongoing	The Arizona Attorney General's Office maintains the Taskforce Against Senior Abuse (TASA), staffed by attorneys in the Medicaid Fraud Unit, the Criminal Division, the Consumer Fraud Division and coordinators in the Community Outreach and Education Division. This statewide taskforce works to promote education on elder abuse issues and to prosecute cases. The internal taskforce advisory group is comprised of members from Department of Economic Security (DES), Department of Health Services (DHS), Area Agencies on Aging (AAA), Adult Protective Services (APS), American Association of Retired Persons (AARP), Veterans Administration (VA), Arizona Corporation Commission (ACC), Better Business Bureau (BBB), law enforcement and other governmental agencies and representatives from the senior services community.
h. Publicize scams and frauds to increase senior awareness.	AG		Ongoing	The Arizona Attorney General's Office created numerous press releases on "latest" scams. Attorney General Tom Horne made numerous appearances on television, radio and print media to promote education and awareness of scams directed towards Seniors. His office acquired the press for each case the Attorney General prosecuted. Additionally, the Attorney General's Office presented at statewide forums targeting senior issues.
i. Expand upon the use and development of culturally relevant and appropriate materials and outreach information for a diverse aging population.	AG		Ongoing	The Arizona Attorney General's Office printed tens of thousands of written materials for free distribution to Seniors. The brochures included "Top Consumer Scams," "The Identity Theft Repair Kit," "Smart Seniors Avoid Scams and Fraud" and "Abuse, Neglect and Exploitation of the Elderly." Additionally, the Attorney General's Office was awarded the Sears Grant in the amount of \$35,000 to create and distribute a new Financial Exploitation Tool Kit brochure to bring more awareness to an evergrowing issue. The office also prints and distributes the "Life Care Planning Packet" as well as a Life Care Planning DVD. The Community Outreach and Education Division's presentations included Life Care Planning, Consumer Scams, Identity Theft and TASA. The office also participated in numerous community outreach events for the Senior population.
j. Educate the aging population about their rights under the civil rights and consumer fraud laws, and enforcement processes of the AG's office through public awareness campaign, satellite offices, and partnerships with community groups, volunteers, and federal, state and local agencies.	AG		Ongoing	The Arizona Attorney General's Office educated the aging population on their rights under the civil rights laws, consumer fraud laws and enforcement processes of the Attorney General's Office. This was done through public awareness campaigns, satellite offices, information tables, partnerships with community groups, volunteers, law enforcement. and federal, state, and local agencies.

Goal 4: Increase the safety and well-being of older Arizonans.

Safety in our communities is important for ensuring both the health and financial well-being of older adults. With increasing numbers of older adults living in their homes and living alone, maintaining safe communities will need more attention and take new strategies.

Objective 4.2: Strengthen efforts to prevent and respond to reports of elder mistreatment.

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
e.	Work to prevent the diverse aging population from becoming victims of civil rights violations, including age discrimination, consumer fraud scams and criminal activity.	AG		Ongoing	The Arizona Attorney General's Office's Taskforce Against Senior Abuse works to promote education on elder abuse issues and to prosecute cases. The Community Outreach and Education Division continues educating across the state of Arizona by having presented an estimated 150 presentations in 2013, in which the office spoke to senior groups, church groups, hospital employees, corporations, Rotary Clubs, Lions Clubs, Kiwanis Clubs, service providers, and military veterans.
f.	Combat fraud and discrimination against the diverse aging population by investigating complaints, filing lawsuits, resolving claims and/or mediating using Attorney General staff and volunteers.	AG		Ongoing	The TASA Hotline received and addressed over 878 senior complaints/inquiries. Of those received, 225 resulted in Consumer Complaints. The Consumer Information and Complaints Division handled an estimated 11,340 complaints. This figure represents all consumer complaints received, seniors and otherwise.
g.	Identify new fraud and discrimination issues that may have an adverse impact on the diverse aging population and evaluate whether the issues should be addressed through coordination with other state or federal agencies, regulatory or legislative change or litigation.	AG		Ongoing	The focused efforts to prosecute crimes against Seniors were strengthened through increased collaboration with governmental agencies to make efforts more efficient and effective.
h.	Advocate for victims' rights and publicize outcomes of civil and criminal cases.	AG		Ongoing	Cases prosecuted or currently active: 18; Total number of defendants prosecuted: 15; Pending Criminal investigations (not yet indicted): 9 criminal prosecutions which resulted in sentences ranging from probation to 2.5 years in prison. The Health Care Fraud and Abuse Section prosecutes cases involving health care fraud as well as physical and sexual abuse of vulnerable adults; particularly in AHCCCS-funded facilities. We also handle numerous financial exploitation of vulnerable adults cases.
i.	Monitor and provide legal input with respect to legislation and government agency policies and procedures involving civil rights and consumer fraud issues that may affect the aging population.	AG		Ongoing	The Attorney General's Taskforce Against Senior Abuse (TASA) advisory group has been instrumental in aiding in the efforts to bring minimum regulation to the Non-Medical Home Care industry. The non-medical home care industry provides care services to the elderly and most vulnerable population in Arizona. Today, there is no regulatory oversight for this industry. There was a Sunrise hearing on December 10, 2013, in which the recommendation was passed with a 6-2 vote and will be presented in the 2014 Legislative Session.

Goal 6: Enhance the State's capacity to develop and maintain the necessary infrastructure to deliver services in a culturally appropriate, timely and cost effective manner.

Every aspect of living in Arizona may be affected by the future changes in our increasing and changing population. Housing, transportation, health care, education and other state-supported services will take shape based on the needs of our diverse population. The ability of the State to adapt to change, incorporate the use of new technology, form public-private partnerships to create and expand services to reach all corners of the state will be some of the challenges and opportunities that face Arizona as we grow.

Objective 6.1: Use regional and technological approaches to improve service delivery, especially to underserved areas.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
i. Continue to develop, expand and publicize services offered to the general public through statewide satellite offices including use of trained volunteers.	AG		Ongoing	The Community Outreach and Education Division has continued to develop, support and publicize services offered through statewide satellite offices with the use of trained volunteers. Attorney General Tom Horne has recognized the volunteers for their years of service and certificates have been awarded.

Objective 6.3: Create working partnerships across state agencies and with private entities to improve the state's ability to develop the business & service infrastructure necessary to meet the needs of seniors.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
o. Help prevent fraudulent schemes and financial crimes committed against the elderly through public education, training and enforcement.	AG		Ongoing	The Community Outreach and Education Division has successfully continued to provide outreach and education through the Taskforce Against Senior Abuse (TASA). The Attorney General's Office has successfully prosecuted cases directly received from TASA.

Key:	Participating State Agencies and Boards
ADHS	Arizona Department of Health Services
ADOA	Arizona Department of Administration
ADOH	Arizona Department of Housing
ADOT	Arizona Department of Transportation
AG	Arizona Attorney General's Office
AHCCCS	Arizona Health Care Cost Containment System
DES	Department of Economic Security
DPS	Department of Public Safety
GACA	Governor's Advisory Council on Aging
GOA	Governor's Office on Aging