

## **Centralization Workgroup September 16, 2013**

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### **Objectives to Address:**

#### **I. Review 2012 Report Recommendations:**

- Specialized Education & Training
- Single Entry Point
- Standardized Training
- Explore options of utilizing ADRC as Single Point of Contact
- Public Awareness

#### **II. Review LEAN Recommendations:**

##### **A. Centralization**

- Establish a single point of entry/centralized intake unit
  - One 800 number answered 24 hours a day, 7 days a week
  - Centralized website for those consumers who wish to make contact electronically.
- An existing department, or newly established unit, would be responsible for an adult abuse system from intake to prosecution creating a Centralized Abuse Unit and a seamless continuum.
  - Intake workers;
  - Investigators;
  - Social workers;
  - Attorneys; and
  - Other appropriate staff.
- Training, public awareness, educational resources, and a centralized database would be included.
- Such an approach would create a consumer focused efficient adult abuse response system and would greatly reduce the current cumbersome fragmented system.

## **B. Training and Education**

- Develop a standard core training curriculum for mandatory and permissive reporters which includes elder abuse information with discipline specific information including detection.
  - The core training is what is required by law.
  - The discipline specific material will delve deeper and provide each profession with additional information and resources.
  - Partner with the variety of discipline Boards so continuing education credits will be granted for the training.
  - A single, comprehensive training module would serve to further clarify roles and promote more appropriate and timely response strategies, thereby decreasing variability among responders.
  - This could be housed in a centralized abuse unit.

## **III. Identify Any Additional Recommendations/Gaps**

## **IV. Develop Implementation Strategies as Per SF446 Mandates**

## **V. Draft Proposed Legislation for Legislative Interim Committee Approval**

## **VI. Other Considerations:**

- When To Meet
- How To Meet
- What to Address