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INTRODUCTION

In every community across this country vulnerable older adults are being abused, neglected, and exploited. Yet in many instances their plight is ignored or minimized by a society that all too often views older persons as burdens, rather than as valued individuals who are entitled, as we all are, to be treated with dignity and respect. Many incidents of abuse go unreported because older persons are embarrassed, ashamed, or fearful of losing the help they need from family members or caregivers to remain in their homes. As the number of older adults in our population increases, the incidence of elder abuse will almost certainly increase, unless our society takes action to address this issue.

The Genesee County Elder Abuse Task Force was organized as a volunteer task force in the summer of 1999 to increase the awareness of elder abuse, to improve the response to incidents of elder abuse, to develop strategies to prevent elder abuse, and to enhance coordination among service providers. In the spring of 2010 the Task Force merged with the Sheriff’s Elder Abuse and Exploitation Prevention Program. The Sheriff’s Program, which receives Genesee County senior millage funds, works to achieve the same objectives that inspired the organization of the Task Force. This resource manual is intended to support these efforts and ultimately to improve the lives of older adults in Genesee county.
DEFINITION OF ELDER ABUSE

The following definitions are derived from the Adult Protective Services Act, Act 519, Public Acts of 1982, MCL 400.11. Abuse is defined in the Act as the harm or threatened harm to an adult’s health or welfare caused by another. Abuse can take many forms. The term “elder abuse” as used in this Manual includes physical and emotional abuse, neglect, and financial exploitation.

Physical and Emotional Abuse

Some examples of physical abuse are slapping, hitting, kicking, imposing physical restraints, and other conduct intended to cause physical injury to an elderly person. Some examples of emotional abuse are threatening to withdraw needed care or making humiliating or demeaning remarks toward the person.

Physical abuse also includes sexual abuse, such as inappropriate touching and nonconsensual or forcible sexual activity. An adult has the right to a consensual sexual relationship with another adult; however these relationships can become abusive if an adult does not have the capacity to turn away unwanted sexual advances or is coerced or threatened into consenting to sexual activity.

Neglect

Neglect is the harm to an adult’s health or welfare that is the result of the adult’s inability to respond to a harmful situation [self neglect] or the failure of a person who assumes responsibility for a significant aspect of the adult’s health or welfare to respond to a harmful situation or to provide adequate food, clothing, shelter, or medical care [caregiver neglect]. An example of caregiver neglect would be leaving an elderly person who has limited mobility due to a stroke in front of the TV all day without a meal or assistance in going to the bathroom.

Financial Exploitation

Financial exploitation is an action that involves the misuse of an adult’s funds or property. Financial exploitation can include outright theft, misuse of a power of attorney or other breach of a fiduciary duty to manage funds belonging to the adult, or an intentional breach of a promise to repay money or provide services paid for in advance. An example of financial exploitation would be using a power of attorney to withdraw money from an elderly person’s bank account and then misappropriating the money for personal benefit instead of for the benefit of the elderly person.
ADULT PROTECTIVE SERVICES:
DEPARTMENT OF HUMAN SERVICES

In response to the growing awareness of abuse directed against vulnerable adults the Michigan legislature enacted the Adult Protective Services Act in 1982, which was effective April 1, 1983. The Act requires the Department of Human Services [formerly the Department of Social Services, then the Family Independence Agency, and re-named the Department of Human Services in 2005] to investigate reports of the abuse, neglect, or exploitation of vulnerable adults and to provide protective services. Vulnerable adults are those who are unable to protect themselves from abuse, neglect or exploitation because of a mental or physical impairment or because of advanced age. The Act also requires certain persons in the community to report suspected abuse, neglect, or exploitation to the agency and provides penalties for failure to report [see p 4].

Upon receipt of a report of suspected abuse, neglect or exploitation the Adult Protective Services (APS) worker must initiate an investigation within 24 hours to determine if the person suspected of being abused, neglected or exploited is in need of protective services. Upon request, the local police agency is required to cooperate in the investigation. However the APS investigation is not intended to take the place of an investigation by the police agency regarding any suspected criminal conduct. The APS investigation includes a determination of the nature and cause of the abuse, identification of the person(s) responsible, an evaluation of the person’s ability to make informed decisions and an evaluation as to whether or not the adult consents to protective services. The investigation must include an interview with the adult. In attempting to conduct a personal visit with the adult in the adult’s residence, if admission to the residence is denied, APS may seek a search warrant through the local law enforcement agency.

The APS worker will determine whether the report is substantiated. APS is required to make available appropriate and least restrictive protective services and take necessary action to safeguard and enhance the welfare of the adult. This can include finding suitable housing, arranging for in-home personal care services, arranging medical care, assisting with applying for public benefits, and referrals for legal assistance.

In appropriate cases, where it appears that the adult is legally incapacitated [lacks sufficient capacity or understanding to make or communicate informed decisions concerning his/her person] the DHS may petition the Probate Court for appointment of a guardian or temporary guardian. In
appropriate cases, where it appears that the adult is unable to manage his/her financial affairs effectively the DHS may petition the Probate Court for appointment of a conservator or request the Social Security Administration to appoint a representative payee.

The identity of the person making the report of suspected abuse, neglect or exploitation is confidential and may only be disclosed with the consent of the person or by court order. If the report is made in good faith, the person is immune from civil liability.
REPORTING REQUIREMENTS

Summary of Reporting Requirements to Adult Protective Services
(Department of Human Services)

Legal Authority:
Act 519, Public Acts of 1982; MCL 400.11.

What must be reported?
Suspicion or reasonable cause to believe that physical, mental, or sexual abuse, neglect, or exploitation of an adult has occurred.

Who is required to report?
All persons employed, licensed, registered, or certified to provide health care, education, social welfare, mental health, and other human services; all employees of an agency licensed to provide such services; physicians; employees of the county medical examiner’s office; all law enforcement officers. Any other person may make a report.

How is the report made?
An immediate verbal report must be made by calling the APS intake number. A written report may be submitted at the discretion of the reporting person but is not required.

To whom is the report made?
The DHS statewide Centralized Intake Unit: 855-444-3911 (toll free). The Intake Unit operates 24 hours/day, 7 days/week.

What is the penalty for not reporting?
If the person was required to report and failed to do so the person may be sued for damages caused by the failure to report and a civil fine of $500 may be assessed.

What is role of law enforcement in an APS investigation?
Upon request by APS, local law enforcement Officers shall cooperate in an investigation of suspected abuse, neglect or exploitation. If the APS worker is denied entry to the victim’s residence to interview the victim, APS may request the law enforcement agency to seek a search warrant.
Where to Report Abuse Involving Residents of Adult Foster Care Homes

Adult Protective Services

If the person suspected of being abused, neglected, or exploited is a resident of an Adult Foster Care Home the APS reporting requirements described in the preceding section should be followed. In addition, the reporter should also file a complaint with the following agencies.

Michigan Department of Human Services: Office of Children and Adult Licensing

The Michigan Department of Human Services is responsible for investigating complaints of violations of the AFC licensing law, rules, and policies. A complaint should be made to:

Michigan Department of Human Services
Bureau of Children and Adult Licensing
Complaint Intake Unit
7109 W. Saginaw, 2nd Floor
P.O. Box 30650
Lansing, MI 48909-8150
866-856-0126
FAX 517-241-1680

A complaint may be filed online from the DHS website at www.michigan.gov/dhs [click on Quick Links, then Licensing]. The website also has an internet Complaint Form that can be downloaded, completed by hand, and mailed or faxed to the Department at the above address. A complaint can also be made by calling the toll free number, 866-856-0126 or, if the complaint involves abuse, neglect, or exploitation, by calling 855-444-3911.

The identity of the person making the complaint is confidential, subject to disclosure only with the consent of that person or if the investigation results in an administrative or judicial proceeding.

Office of Recipient Rights

If the person resides in an AFC home which is certified as a specialized program for mentally ill or developmentally disabled persons a complaint should also be made to the Office of Recipient Rights [Michigan Department of Community Health] or to the local Genesee County Community Mental Health Recipient Rights Officer. The Office of Recipient Rights is responsible for investigating complaints of violations of rights protected under the Mental Health Code and the Department of Community Health rules and policies. A Recipient Rights Complaint Form is
available from the Department of Community Health website at www.michigan.gov/mdch [click on Mental Health & Substance Abuse, then Mental Health & Developmental Disability, then Recipient Rights]. It is available in Microsoft Word (MS Word) and Adobe Acrobat (PDF) formats. The completed form should be mailed to:

Michigan Department of Community Health
Office of Recipient Rights
Lewis Cass Building
Lansing, MI  48913

or

Genesee County Community Mental Health Services
Recipient Rights Director
420 W. Fifth Avenue
Flint, MI  48503-2494
810-257-3710 or toll free 877-668-8933

A complaint can also be made by calling the statewide ORR toll free hotline: 800-854-9090.

State Long Term Care Ombudsman 866-485-9393

The State Long Term Care Ombudsman Office advocates for the rights of residents in long term care facilities, including adult foster care facilities. The SLTCO Office will investigate complaints of abuse, neglect, or exploitation and attempt to resolve the matter. The office can also assist residents and their families with information on a wide range of long term care issues, including information on choosing an adult foster care home or other long term care facility.

Department of Attorney General

The Michigan Attorney General’s Health Care Fraud Division investigates complaints of abuse and neglect in resident care facilities and complaints of Medicaid provider fraud. A Medicaid Fraud Complaint Form or a Patient Abuse Complaint Form may be filed on line from the Attorney General’s website at www.michigan.gov/ag [click on File Complaints]. Copies of supporting documents can be mailed, e-mailed, or faxed to the

Department of Attorney General
Health Care Fraud Division
P.O. Box 30218
Lansing, MI  48909
800-242-2873 (1-800-24-ABUSE)
FAX  517-241-6515 or 517-241-1029
Email:  hcf@michigan.gov
Genesee County Sheriff’s Department: Elder Abuse and Exploitation Prevention Unit
810-257-3460 (Detective Bureau)

See page 16 for a description of services.
Where to Report Abuse Involving Residents of Nursing Homes

Department of Licensing and Regulatory Affairs

The Michigan Department of Licensing and Regulatory Affairs (LARA) investigates complaints of suspected abuse, neglect, or exploitation of nursing home residents that involve violations of federal or state nursing home laws and regulations. A person who suspects abuse, neglect, or exploitation may make a verbal complaint or a written complaint to:

Michigan Department of Licensing and Regulatory Affairs
Bureau of Health Care Services
Long Term Care Division: Complaint Investigation Unit
P.O. Box 30664
Lansing, MI  48909
800-882-6006  Consumer Complaint Line
517-241-4712
FAX  517-241-0093

A BHCS Complaint Investigation Unit Online Complaint Form can be completed online at the Department’s website at [www.michigan.gov/lara](http://www.michigan.gov/lara) [click on Quick Links-File a Complaint, then Health Facility Complaints and Investigations]. A Resident/Patient Care Complaint Form can be downloaded from the website, filled in by hand, and mailed or faxed to the Department. A complaint can also be made by sending a letter to the above address that includes the name and address of the facility, the date of the incident, the nature of the complaint, and the complainant’s name, address, and phone number. The toll-free hotline is accessible 24 hours per day, 7 days a week, but is not staffed at a 24/7 level. The hotline staff must identify priority complaints and initiate a response within 24 hours after receipt. A priority complaint is one that alleges an existing situation that involves physical, mental, or emotional abuse, mistreatment, or harmful neglect of a resident that requires immediate corrective action to prevent serious injury, serious harm, serious impairment, or death of a resident while receiving care in a nursing home. LARA is required to assist a person who makes a verbal complaint to the toll-free consumer complaint line in reducing the complaint to writing.

The identity of the person making the complaint is confidential, subject to disclosure only with the consent of that person or if the investigation results in an administrative or judicial proceeding.
State Long Term Care Ombudsman 866-485-9393

The State Long Term Care Ombudsman Office advocates for the rights of residents in long term care facilities, including nursing homes. The SLTCO Office will investigate complaints of abuse, neglect, or exploitation and attempt to resolve the matter. The office can also assist residents and their families with information on a wide range of long term care issues, including information on choosing a nursing home or other long term care facility.

Adult Protective Services

If a person residing in a nursing home is subjected to abuse, neglect or exploitation by someone outside the facility, the APS reporting requirements described in the preceding section should be followed.

Department of Attorney General

The Michigan Attorney General’s Health Care Fraud Division investigates complaints of abuse and neglect in resident care facilities and complaints of Medicaid provider fraud. A Medicaid Fraud Complaint Form or a Patient Abuse Complaint Form may be filed on line from the Attorney General’s website at www.michigan.gov/ag [click on File Complaints]. Copies of supporting documents can be mailed, e-mailed, or faxed to the

Department of Attorney General
Health Care Fraud Division
P.O. Box 30218
Lansing, MI 48909
800-242-2873 (1-800-24-ABUSE)
FAX 517-241-6515 or 517-241-1029
Email: hcf@michigan.gov

Genesee County Sheriff’s Department: Elder Abuse and Exploitation Prevention Unit
810-257-3460 (Detective Bureau)

See page 16 for a description of services.


**Where to Report Abuse Involving Residents of Homes for the Aged**

**Adult Protective Services**

If the person suspected of being abused, neglected, or exploited is a resident of a Home for the Aged the APS reporting requirements described in the preceding section should be followed. In addition, the reporter should also file a complaint with the following agencies.

**Michigan Department of Human Services: Office of Children and Adult Licensing**

The Michigan Department of Human Services investigates complaints of suspected abuse, neglect, or exploitation of residents of homes for the aged that involve violations of federal or state laws and regulations. A person who suspects abuse, neglect, or exploitation should file a complaint with:

- Michigan Department of Human Services
- Bureau of Children and Adult Licensing
- Complaint Intake Unit
- 7109 W. Saginaw, 2nd Floor
- P.O. Box 30650
- Lansing, MI 48909-8150
- 866-856-0126
- FAX 517-241-1680

A complaint may be filed online from the DHS website at [www.michigan.gov/dhs](http://www.michigan.gov/dhs) [click on Quick Links, then Licensing]. The website also has an internet Complaint Form that can be downloaded, completed by hand, and mailed or faxed to the Department at the above address. A complaint can also be made by calling the toll free number: 866-856-0126 or, if the complaint involves abuse, neglect, or exploitation, by calling 855-444-3911.

The identity of the person making the complaint is confidential, subject to disclosure only with the consent of that person or if the investigation results in an administrative or judicial proceeding.

**State Long Term Care Ombudsman 866-485-9393**

The State Long Term Care Ombudsman Office advocates for the rights of residents in long term care facilities, including homes for the aged. The SLTCO Office will investigate complaints of abuse, neglect, or exploitation and attempt to resolve the matter. The office can also assist residents and their families with information on a wide range of long term care issues, including information on choosing a home for the aged or other long term care facility.
Department of Attorney General

The Michigan Attorney General’s Health Care Fraud Division investigates complaints of abuse and neglect in resident care facilities and complaints of Medicaid provider fraud. A Medicaid Fraud Complaint Form or a Patient Abuse Complaint Form may be filed online from the Attorney General’s website at www.michigan.gov/ag [click on File Complaints]. Copies of supporting documents can be mailed, e-mailed, or faxed to the

Department of Attorney General
Health Care Fraud Division
P.O. Box 30218
Lansing, MI 48909
800-242-2873 (1-800-24-ABUSE)
FAX 517-241-6515 or 517-241-1029
Email: hcf@michigan.gov

Genesee County Sheriff’s Department: Elder Abuse and Exploitation Prevention Unit
810-257-3460 (Detective Bureau)

See page 16 for a description of services.
Special Reporting Requirements for Health Care Personnel

**Nursing Homes**

The Public Health Code, MCL 333.21771, requires a nursing home employee who has a reasonable suspicion of physical, mental, or emotional abuse, mistreatment, or harmful neglect of a resident to report the matter to the director of nursing or the administrator and to the Department of Community Health (DCH). A director of nursing or the administrator who has a reasonable suspicion of physical, mental, or emotional abuse, mistreatment, or harmful neglect of a resident must report that suspicion by telephone to DCH and to a law enforcement entity. The Department is required to notify the Department of Human Services.

A physician or other licensed health care professional of a facility to which a nursing home resident is transferred who has a reasonable suspicion of physical, mental, or emotional abuse, mistreatment, or harmful neglect of a resident must report this to DCH and to a law enforcement entity.

**Mental Health Providers**

The Mental Health Code, MCL 330.1723, requires certain mental health providers who have reasonable cause to suspect the criminal abuse of a recipient of mental health services to make an immediate verbal report to the appropriate law enforcement agency or to the state police. The required reporters are mental health professionals, persons employed by or under contract to the Department of Community Health, a licensed facility, or a community mental health services program, and persons employed by a provider under contract to DCH, a licensed facility, or a community mental health services program. A written report must be filed within 72 hours of the verbal report to the law enforcement agency and the chief administrator of the facility or agency responsible for the recipient. However, a person is not required to report if the individual has knowledge that the incident has already been reported to the appropriate law enforcement agency or the suspected criminal abuse occurred more than one year before the date on which it first became known to a person required to report. Furthermore, this section of the Mental Health Code does not require the disclosure of confidential information or privileged communications unless one of the exceptions in MCL 330.1723(10) is applicable. Those exceptions are where the suspected abuse is alleged to have been committed by a mental health professional or other person who is a required reporter under this section or where the suspected abuse is alleged to have been
committed in a state facility, a state-licensed facility, a CMH site, the work site of a required reporter, or a place where a recipient is under the supervision of a required reporter.

The identity of a person making a report is confidential and is not subject to disclosure without the consent of the individual or by court order. An individual who acts in good faith in making a report is immune from civil or criminal liability as to acts done under this section. This immunity does not extend to a negligent act that causes personal injury or death.
LAW ENFORCEMENT AGENCIES

Flint Police Department

210 E. Fifth Street
Flint, MI  48502
810-237-6800 [Patrol Desk]

Hours: 24 hours a day; 7 days a week

Description of Services

The majority of calls for service are received by and dispatched from the City 911 Center at the Flint Fire Department, 310 E. Fifth Street.

The Police Department takes all crimes against the elderly very seriously. It investigates all reported crimes against elderly victims, including those covered by the Vulnerable Adult Abuse Act, MCL 750.145m to assure that violators are apprehended and prosecuted. Information regarding this Act and procedures for handling vulnerable adult abuse complaints have been distributed to all officers, call takers, and dispatchers.

The following is a summary of the procedure for reporting vulnerable adult abuse complaints to the Police Department:

The 911 Center is to be contacted 24 hours a day to report allegations of assaultive or abusive behavior toward elders. The Center will dispatch an officer to do a preliminary investigation, make a complaint, and submit a report. The complaint will be assigned to an investigator to do the necessary follow through. It does not matter where the victim lives as long as the alleged crime occurred within the City of Flint.

If there are allegations of fraud, misappropriation or embezzlement, the caller will be directed to call a fraud investigator at 237-6900 to file a complaint. This call to the investigator should be made Monday through Saturday between 8:00AM and 4:00PM.

All other complaints should be called into the Records Section, 7 days a week, 24 hours a day at 237-6870. The Records Clerk will take a complaint and give the caller the complaint number. The complaint will be assigned to an investigator to follow through.

Complaints are assigned to investigators Monday through Saturday at 8:00 AM.
Genesee County Sheriff’s Department: General Services

Sheriff Robert J. Pickell
1002 S. Saginaw Street
Flint, MI 48502
810-257-3406

Hours: 24 hours a day, 7 days a week

Description of Services

The Sheriff’s Department provides law enforcement services, paramedic services, and operates the County Jail.

Beginning in January, 2000, the Sheriff, in conjunction with the Senior Directors Association of Genesee County and the Prosecutor’s Office, began the operation of a Consumer Protection/Fraud Division. This service is available to all county residents to assist in resolving complaints involving consumer transactions. The Consumer Protection/Fraud Division’s telephone number is 341-5923.
Genesee County Sheriff’s Department:
Elder Abuse and Exploitation Prevention Unit

Sheriff Robert J. Pickell
1002 S. Saginaw Street
Flint, MI 48502
810-257-3460 (Detective Bureau)

The EAEP Unit is a specialized unit within the Sheriff’s Department that investigates complaints of abuse, financial exploitation, or neglect of elderly individuals. There are two detectives assigned to the unit, and other Sheriff’s Department personnel assist as needed. The Unit works closely with law enforcement personnel from other municipalities, medical and social services providers, representatives from local financial institutions, the Genesee County Probate Court and the Genesee County Prosecutor’s Office. The detectives attend the regular meetings of the Genesee County Elder Abuse Task Force and are available to speak to community groups. The Unit receives funding from the Genesee County senior millage.
Genesee County Prosecutor's Office

Prosecutor David S. Leyton
100 Courthouse
900 S. Saginaw Street (the Courthouse is located between Court and Fifth Streets)
Flint, MI 48502
810-257-3210

Hours: 8:00 AM – noon; 1:00 PM - 5:00 PM, Monday through Friday

Criminal Pretrial and Warrant Division

After a victim has filed a complaint with a local police department, the Sheriff’s Department, or the State Police and an investigation is completed, the case is brought to the Prosecutor’s Office for evaluation and possible prosecution. The assistant prosecutors in this division work with the law enforcement agencies in analyzing cases for the possible authorization of arrest warrants.

After an arrest warrant has been issued and a suspect has been arrested, this division schedules pretrials and preliminary examinations. The assistant prosecutors in this division work in both 67th and 68th District Courts.

This unit also handles all state-charged misdemeanor cases in the District Courts.

Crime Victims Services Unit

The Crime Victims Services Unit provides support to crime victims and their families as they participate in the criminal justice process. This unit also provides assistance to the victims of felony and serious misdemeanor criminal offenses in asserting and protecting their rights under the Michigan Constitution and the Crime Victims Rights Act, MCL 780.751 et seq. Crime victims have the following rights:

- The right to be treated with fairness and respect for their dignity and privacy throughout the criminal justice process.
- The right to timely disposition of the case following arrest of the accused.
- The right to be reasonably protected from the accused throughout the criminal justice process.
- The right to notification of court proceedings.
- The right to attend trial and all other court proceedings the accused has the right to attend.
- The right to confer with the prosecution.
The right to make a statement to the court at sentencing.

The right to restitution.

The right to information about the conviction, sentence, imprisonment, and release of the accused.

**Felony Trial Division**

This division works in the Circuit Court handling criminal felony offenses. After a preliminary examination is held in the District Court and the case is bound over to the Circuit Court for trial, this division handles all further proceedings. The assistant prosecutors work with police agencies to prepare cases for trial. The assistant prosecutors also work with the victims of criminal offenses through the Crime Victims Services Program to ensure that their rights under the Crime Victims Rights Act are protected.

**Appeals, Research, and Training Division**

This division handles all of the criminal cases that are appealed through the Michigan Supreme Court. The attorneys in this division are research specialists and their duties include assisting trial attorneys with various constitutional and other legal issues that arise during the course of a criminal case and act as legal consultants when a legal issue arises during trial. This division also responds to a number of circuit court motions, suppression hearings, evidentiary hearings, and post judgment claims. The division works closely with the Attorney General’s Office in federal habeas corpus cases. Additionally the two assistant prosecutors assigned to this unit manage a trial docket and review applications for warrants, prepare search warrants, and assist in district court matters.
COURT SYSTEM

Genesee County Circuit Court, Family Division:  
Personal Protection Orders

Genesee County Courthouse, 2nd Floor (East)  
900 S. Saginaw  
Flint, MI 48592  
810-257-3610

[The Courthouse is located between Court and Fifth Streets; the east entrance is on Saginaw Street and the west entrance is on Beach Street]

Hours: Clerk’s Office: 8:00 AM – 5:00 PM, Monday – Friday  
PPO office: 8:00 AM – Noon; 1:00 PM – 4:00 PM

What is a Personal Protection Order (PPO)?

A Personal Protection Order (PPO) is an Order entered by a judge of the Family Division of the Circuit Court to restrain or enjoin (prohibit) certain types of violent, abusive, or threatening conduct. A PPO can restrain not only conduct that is a violation of the criminal law, such as assault and battery, but also conduct that is not a violation of the criminal law, such as threats that place a person in fear of violence. A violation of a PPO will subject the abuser to immediate arrest and the civil and criminal contempt powers of the Court. If found guilty of criminal contempt the abuser may be jailed for not more than 93 days and fined up to $500.00.

Who Can Obtain a PPO?

Any individual may petition the Family Court to issue a PPO. Issuance of a PPO is governed by two statutes: MCL 600.2950 and MCL 600.2950a. MCL 600.2950 authorizes a judge, upon the filing of a proper petition, to issue an order against the petitioner’s spouse, former spouse, an individual with whom the petitioner has had a child in common, an individual with whom the petitioner has had a dating relationship, or an individual who is residing or has resided in the same household as the petitioner, restraining the individual from interfering with the petitioner’s personal liberty. MCL 600.2950a authorizes a judge, upon the filing of a proper petition, to issue an order against any individual, without regard to the relationship between the parties, prohibiting certain types of stalking behavior.
**What Conduct Can be Prohibited by a PPO?**

Conduct which may be enjoined under MCL 600.2950 includes:

- Entering on premises where the petitioner resides;
- Assaulting, attacking, beating, molesting, or wounding the petitioner;
- Threatening to kill or physically injure the petitioner;
- Removing minor children from the individual having legal custody, except as authorized by court-ordered visitation;
- Purchasing or possessing a firearm;
- Interfering with the petitioner’s efforts to remove his/her children or personal property from the respondent’s premises;
- Interfering with the petitioner at his/her place of employment or engaging in conduct that impairs his/her employment relationship or environment;
- Any other act that imposes upon or interferes with personal liberty or causes reasonable apprehension of violence.

Conduct which may be enjoined under MCL 600.2950a includes repeated or continued harassment that causes the petitioner to feel terrorized, frightened, intimidated, threatened, harassed or molested.

A petitioner may seek relief under both statutes in the same PPO.

**Where to Obtain PPO Forms and Help Filling Them Out**

Forms can be obtained from the Genesee County Clerk’s Office and the following agencies, which will also provide help in filling out the forms:

- YWCA Legal Advocacy
  310 E. Third Street, 8th Floor
  Flint, MI 48502
  810-238-7621

- Victim Advocacy Program
  68th District Court, McCree Building
  630 S. Saginaw Street, Flint, MI 48502
  810-766-8994

**Procedures for Obtaining a PPO**

The petition must be filled out as completely and accurately as possible. The petition should be neatly printed in ink or typed. The petition must include the respondent’s name, address, and date of birth or approximate age. If the respondent is a minor (under age 18) the petition must also state the names and addresses of the minor’s parents. If the person filing the petition is a minor he/she must have a “next friend” appointed by the judge. The petitioner need not list his/her
address on the petition and instead can fill out a “Mailing Address” form which is available from the Clerk’s office. It is also helpful to have copies of police complaints/reports and reports from hospitals, doctors, or social agencies, and any orders regarding the custody of minor children. The reasons why the petitioner is seeking a PPO should be clearly explained, including details of what happened, where it happened, when it happened, and who was involved. The petition must allege at least one incident for a PPO pursuant to MCL 600.2950 and at least two incidents for a PPO pursuant to MCL 600.2950a (stalking)

A petition seeking a PPO can be filed in any county in Michigan with the Clerk of the Circuit Court for that county. The Genesee County Clerk has a special office for processing petitions for PPOs. That office is open between 8:00 AM – Noon and 1:00 PM – 4:00 PM Monday through Friday (closed on holidays).

There is no fee for filing a petition for a PPO.

The Clerk will file the completed forms, assign a case number and a judge, and give copies to the petitioner.

The Clerk will deliver the petition for PPO and any supporting documents to the assigned judge for review. The petitioner will be instructed to return to the Clerk’s office within a few days to find out if the judge has signed the PPO. If the judge has signed the PPO, the Clerk will file the original in the Court file and give copies to the petitioner. The PPO will be issued for a specific period of time (most judges issue them for one year). If the judge denies the PPO he/she must state in writing the reasons for the denial. Instead of granting or denying the PPO, the judge may request additional information in writing or may schedule a hearing on the petition. If a hearing is scheduled the petitioner is responsible for notifying the respondent of the hearing.

The Clerk will deliver a copy of the PPO to the Sheriff’s Department so it can be entered on the LEIN (Law Enforcement Information Network) computer system. However, the petitioner has the right to take the copy immediately to the Sheriff’s Department for entry on the LEIN.

The petitioner must have the PPO served on the respondent. The PPO is effective immediately after it is signed. However it is important to serve the PPO as soon as possible, because [as described in the following section] the police response may differ depending on whether the respondent has been served.

A PPO can be served by personally handing a copy to the respondent or by registered – restricted delivery mail. Any of the following persons may personally serve a PPO: a process
server [special deputy sheriff]; a friend or relative over the age of 18; a law enforcement officer [when the officer is responding to a complaint and the respondent is present], or Sheriff’s Department personnel [when the respondent is at the county jail]. The petitioner may not serve the respondent. The person who personally serves the respondent must fill out the Proof of Service form. If the petitioner wants to serve the respondent by mail, the PPO must be mailed by Registered Mail – Restricted Delivery, Return Receipt Requested. In order for service by mail to be valid, the return receipt card must be signed by the respondent. If the mail is rejected, or if the card is signed by someone else, the service is not valid.

After the respondent has been served the petitioner must return the completed “Proof of Service” form to the Clerk’s office for filing. If service has been made by mail, the return receipt card must be attached to the Proof of Service. The Clerk will send a copy of the Proof of Service to the Sheriff’s Department for entry on LEIN, as proof that the respondent has notice that a PPO has been entered against him/her.

The petitioner should keep a copy of the PPO and the Proof of Service with her/himself at all times and keep an extra copy with his/her important papers.

What Happens If the Respondent Violates the PPO?

If a Violation is in Progress and the Petitioner is in Danger
If the respondent violates the PPO and is still in the presence of the petitioner or is threatening immediate harm, the petitioner should call 911. When the police arrive on the scene, the petitioner should inform the officer that a PPO has been entered and whether it has been served. The petitioner should show a copy of the PPO and the proof of service to the officer. The officer can verify this information by contacting the LEIN on his/her police radio. The officer should take a complaint for violation of a PPO and complete a Domestic Violence Report form and provide the petitioner with a copy.

If the officer verifies that the PPO and the Proof of Service are on file the officer will determine whether the order has been violated. If the order has been violated the respondent will be arrested and transported to the County Jail.

If the PPO has not been served, the officer can serve the respondent at the scene (if the petitioner has an extra copy for the respondent) or read the PPO to the respondent. The officer can also sign the Proof of Service. Once the respondent has been served, he/she will be given the opportunity to comply with the order. If the respondent complies, he/she will not be arrested. If the respondent refuses, he/she will be arrested and taken to the County Jail. The officer will
notify the Sheriff’s Department that the PPO has been served and this information will be entered on the LEIN. However, it is up to the petitioner to take the signed Proof of Service to the Clerk’s office for filing.

If the PPO has not been served and no copy is available, the officer will obtain the pertinent information from the LEIN and inform the respondent of the conduct that is prohibited and the penalties for violating the order, and how the respondent can obtain a copy. Once the respondent has been informed by the officer, he/she will be given the opportunity to comply with the order. If the respondent refuses, he/she will be arrested and taken to the County Jail.

If the respondent is arrested he/she will normally be arraigned the following morning. The petitioner should telephone the Genesee County Jail, 257-3426, before 8:30 AM the next morning to find out the time and the courtroom for the arraignment. The petitioner should attend the arraignment, if at all possible, and give the assistant prosecutor handling the case the names and addresses of any witnesses to the violation. At the hearing the respondent will be asked how he/she pleads [guilty, not guilty, or no contest]. If the respondent pleads not guilty, bond will be set and a hearing date will be set. The Court will notify the Prosecutor’s office of the hearing date and will also notify the petitioner. The Prosecutor’s office is responsible for prosecuting the case against the respondent. The petitioner should contact the Prosecutor’s office prior to the hearing date. If the respondent pleads guilty or no contest he/she can be sentenced immediately or a sentencing date will be set. At the time of sentencing the respondent can be sentenced for up to 93 days in jail, ordered to pay a fine up to $500.00, ordered to do community service, attend domestic violence program classes at the YWCA, or attend a substance abuse evaluation and/or treatment program.

If a Violation Has Already Occurred and the Petitioner is No Longer in Danger
If the respondent has violated the PPO but is no longer in the presence of the petitioner the petitioner should call the police to report the violation. The police response will vary depending on the circumstances, such as whether any injuries were sustained, the nature of the violation, the possibility of future violations, and the availability of officers to respond. A responding officer will assess the situation and determine whether or not he/she can arrest the respondent for violation of the PPO or some other crime and whether to engage in immediate pursuit of the respondent. The officer should take a complaint for violation of a PPO and complete a Domestic Violence Report form and provide the petitioner with a copy. In some instances, the police may respond by advising the petitioner to contact the Clerk’s office to file a motion for a “Show Cause” hearing.
**If the Respondent is Not Arrested: Filing a Motion for Show Cause Hearing**

If a respondent violates a PPO but the police do not make an arrest, the petitioner can bring the violation to the attention of the judge by filing a motion for a “Show Cause” hearing. At the hearing the respondent will be required to “show cause” why he/she should not be held in contempt of court for violating the PPO.

The forms for requesting a show cause hearing can be obtained from the Clerk’s Office, the YWCA Legal Advocacy Program, or the Victim Advocacy Program at the 68th District Court. Each of these agencies can also assist in filling out the forms. As explained earlier in the procedure for obtaining a PPO, the forms for seeking a “show cause” hearing must be filled out as completely and accurately as possible. The forms should be neatly printed or typed. The petitioner should explain, as clearly as possible, what happened, where it happened, when it happened, and who was involved. It is also helpful to attach copies of police complaints/reports and reports from hospitals, doctors, or social agencies.

**If a PPO Has Been Issued By Another County**

If the PPO has been issued by a Circuit Court outside of Genesee County the respondent can be arrested as if the order was entered by the Genesee Circuit Court. The respondent will be taken to the Genesee County Jail. The Genesee Circuit Court must notify the issuing court of the arrest and give that court the opportunity to request that the respondent be returned to the county that issued the order. The Sheriff’s Department will contact the Sheriff’s Department for the county that issued the order and make arrangements for the respondent to be transported to that county.

If the respondent was not arrested the petitioner must file the motion for a “show cause” hearing in the Circuit Court for the county that issued the PPO.

**If a PPO Has Been Issued By Another State**

Pursuant to amendments to the laws governing PPOs, effective April 1, 2002, Michigan courts have the authority to enforce a valid protection order issued by another state, using the same enforcement procedures and penalties as if the PPO was issued by a Michigan court. However, prior to proceeding with enforcement action the Circuit Court must notify the issuing court that it may request return of the respondent at its own expense.

Law enforcement officers may make an arrest without a warrant if there is reasonable cause to believe that a respondent is violating a valid protection order issued by another state. Law enforcement officers can rely on a copy of a non-Michigan protection order if the order has no
obvious indications of invalidity or by verifying the existence of such an order through the LEIN, contact with a law enforcement agency in the issuing jurisdiction, or any other reliable method. The Genesee Circuit Court has jurisdiction to conduct criminal contempt proceedings based on a violation of a valid protection order issued by another state. If the respondent claims that the protection order is not valid because the issuing court did not have jurisdiction or that he/she did not have notice and an opportunity to be heard sufficient to protect due process rights, the Circuit Court will determine whether the order is valid and enforceable.
Genesee County Probate Court:
Guardianships, Conservatorships, Mental Health Commitments

Genesee County Courthouse
900 S. Saginaw St, 5th Floor (West)
Flint, MI 48502
810-257-3528

[The Courthouse is located between Court and Fifth Streets; the east entrance is on Saginaw Street and the west entrance is on Beach Street]

Hours: 8:30 AM – 3:30 PM, Monday – Friday

Description of Services

The Genesee County Probate Court has jurisdiction over petitions for guardianship and conservatorships of alleged incapacitated or developmentally disabled adults and petitions for involuntary psychiatric treatment of alleged mentally ill persons. The Court also has jurisdiction over the probate of decedents’ estates, the administration of trusts, and several other specialized functions prescribed by law.

The Probate Court has developed a packet of forms with instructions for persons who seek to file a petition for appointment of a guardian or conservator without the assistance of an attorney. Under the Estates and Protected Individuals Code court personnel can provide general information on filling out forms and court procedures. However they cannot give legal advice or complete a form, petition, or other document. Petitioners must consult with an attorney for legal advice on their personal situations. In addition, there may be alternatives to a guardianship or conservatorship that should be considered. A person interested in these alternatives should consult an attorney who specializes in elder law and can request a pamphlet on alternatives to guardianship or conservatorship available from the Probate Court.

Petition for Appointment of Guardian of Incapacitated Individual

A guardian is a person appointed by the Probate Court to make decisions on behalf of someone who has been determined to lack the capacity or understanding to make or communicate informed decisions concerning his/her person. The guardian is authorized to make decisions concerning medical treatment, placement, and other personal decisions. However if an individual has previously executed a Patient Advocate Designation (medical power of attorney) the person
named in that document, and not the guardian, is authorized to make medical treatment decisions, unless the Probate Court determines that the patient advocate is not acting in the individual’s best interests. If no conservator is appointed [because the person has minimal property or assets] the guardian will also have authority to manage the individual’s financial affairs. Depending on the circumstances, the Court can appoint a full guardian or a limited guardian. In emergency situations the Court may appoint a temporary guardian [as described in the following section].

When a petition for guardianship is filed, the Court will appoint a guardian ad litem (GAL) for the individual. The GAL will visit the individual, advise the individual of his/her right to object to the guardianship, to object to the person seeking to be appointed, to object to the scope of the guardianship, the right to be present at the hearing, and the right to a court-appointed attorney. The Court may direct that the individual be examined by a physician or mental health professional appointed by the Court. The alleged incapacitated individual may request an independent evaluation by a mental health professional. If the individual is unable to pay for the cost of the evaluation, the Court will authorize payment by the county. At the hearing on the petition for guardianship the Court must determine whether the individual meets the legal standard for incapacity [whether the individual lacks the capacity to make or communicate informed decisions concerning his/her person and whether a guardianship is necessary in order to protect the individual]. The Court must also consider whether a limited guardianship would be sufficient to protect the individual.

If the petition is granted, the Court issues Letters of Authority and the guardian assumes the responsibility for the care and custody of the individual. The guardian must file an annual report with the Court concerning the care and custody of the individual. The guardian must also file an annual accounting of any funds under the control of the guardian. The guardian must keep accurate records, with supporting documentation, of all receipts and disbursements on behalf of the individual. The Court will review the guardianship one year after the initial appointment and three years thereafter. A petition to terminate a guardianship may be filed at any time.

**Petition for Temporary Guardianship**

If an emergency exists for an individual who appears to lack decision-making capacity but does not have a guardian, and no one else appears to have any authority to act, the Probate Court may hold an emergency hearing to determine whether a temporary guardian should be appointed, pending the completion of the procedures set forth in the preceding section for appointment of a
guardian. For example, an elderly person who is transported to the hospital might need immediate medical treatment, but the treating physician believes the person is unable to give informed consent. In such situations, if the elderly person has not previously executed a Patient Advocate Designation (medical power of attorney) designating someone to make health care decisions in the event of incapacity, the hospital might seek the appointment of a temporary guardian. The alleged incapacitated individual must be given notice of the emergency hearing. The Court must appoint a guardian ad litem for the individual unless the appointment would cause delay that would be likely to result in serious harm to the individual. If time permits, the guardian ad litem must visit the individual, report to the Court, and take whatever other action the Court directs. If necessary an emergency Court hearing can be scheduled the same day that the petition is filed. At the time the request for a temporary guardian is filed, the Court will also set a later hearing date on the petition for guardianship.

If there is proof that the individual is incapacitated and an emergency exists that requires the appointment of a temporary guardian, the Court may itself exercise the powers of a guardian or may appoint a temporary guardian. A temporary guardian has only those powers specifically given in the order appointing the temporary guardian and only for the time period specified.

The appointment of a temporary guardian is a very serious step because it takes away an individual’s liberty and freedom of choice after a hearing on very short notice. Therefore, it is always preferable if the appointment of a guardian can wait until the court hearing following the procedures described in the preceding section.

**Petition for Appointment of Guardian of Developmentally Disabled Person**

The Mental Health Code provides specific procedures for the appointment of a guardian for a developmentally disabled person which are similar to the procedures under the Estates and Protected Individuals Code, described in the preceding section, for the appointment of a guardian for an incapacitated individual. A developmentally disabled person is a person with a severe, chronic condition that is attributable to a mental or physical impairment or combination of impairments that was manifested before age 22, is likely to continue indefinitely, and results in substantial functional limitations of major life activities. Examples of developmental disabilities are mental retardation, autism, and cerebral palsy.
Petition for Appointment of Conservator or for a Protective Order in Relation to an Individual’s Property or Financial Affairs

A conservator is a person appointed by the Probate Court to manage the property and financial affairs of someone who has been determined to be unable to do so effectively. Depending on the circumstances, the Court can appoint a conservator, a limited conservator, or enter a protective order in relation to a person’s property or financial affairs. The Court may appoint the same person as both guardian and conservator. In emergency situations the Court may appoint a special conservator or make an emergency protective order.

When a petition for conservatorship or other protective order is filed, the Court must appoint a guardian ad litem unless the person is mentally competent but due to age or physical infirmity is requesting the conservatorship or protective order. The Court may direct that the individual be examined by a physician or mental health professional appointed by the Court. The individual has the right to secure an independent evaluation at his/her own expense.

At the hearing on a petition for conservatorship or entry of a protective order the Court must determine whether the person is unable to manage his/her income or property effectively. A person does not have to be found legally incompetent in order to have a conservator appointed or a protective order entered. In an appropriate case the Court can order that only a part of the individual’s property will be subject to a conservatorship, or the Court, without appointing a conservator, may authorize or ratify a transaction relating to the individual’s property or financial affairs. If a conservator is appointed the Court will usually require the conservator to post a bond. If the conservator mismanages the person’s money or property, a claim can be filed with the bonding company for reimbursement for any losses. In some circumstances in lieu of a bond the Court will require that an account be restricted and that no withdrawals may be made without a court order. The conservator must file an annual accounting with the Court. The conservator must keep accurate records, with supporting documentation, of all receipts and disbursements on behalf of the individual. A petition to terminate a conservatorship may be filed at any time.

Petition for Involuntary Mental Health Treatment

The Mental Health Code sets forth specific procedures for the involuntary psychiatric hospitalization and/or alternative treatment of a person who is alleged to be a “person requiring treatment”. A “person requiring treatment” is defined in the Code as a person who either 1) as a result of mental illness, can reasonably be expected within the near future to intentionally or unintentionally cause serious physical injury to himself/herself or another individual, and who has
engaged in an injurious act or made significant threats of harm, or 2) as a result of mental illness, in unable to attend to his/her basic physical needs such as food, clothing, or shelter that must be attended to in order to avoid serious harm in the near future, and who has demonstrated that inability by failing to attend to those basic physical needs, or 3) as a result of mental illness, is so impaired that he/she is unable to understand his/her need for treatment and whose continued behavior can reasonably be expected to result in significant physical harm to self or others; or 4) has a mental illness and whose understanding of the need for treatment is impaired to the extent that he/she is unlikely to participate in treatment voluntarily, who is currently noncompliant with treatment that has been recommended by a mental health professional and that has been determined to be necessary to prevent a relapse or deterioration in his/her condition, and whose noncompliance has been a factor in the person’s placement in a psychiatric hospital, prison, or jail at least 2 times within the last 48 months or a factor in the person’s committing one or more acts, attempts, or threats of serious violent behavior within the last 48 months. If a person has dementia, or a primary diagnosis of epilepsy, drug or alcohol dependence, but does not meet any of the above criteria as a “person requiring treatment”, that person can only be hospitalized under the informal or formal voluntary hospitalization procedures in the Code.

There are several methods by which an alleged mentally ill person can be involuntarily detained and examined to determine whether hospitalization or other mental health treatment is necessary. If it is alleged that the person meets the criteria as a person requiring treatment described in section 1) through 3) above the following options are available.

Any peace officer may take the person into custody. In Genesee County the person will be taken to the preadmission screening unit at Hurley Medical Center. The unit is operated by Genesee County Community Mental Health’s Crisis Services [p 46]. The person will be evaluated and if appropriate, the unit will arrange for an examination by a physician or licensed psychologist. If the initial examiner determines that the person does not meet the criteria for hospitalization the unit will arrange for follow up diagnostic or counseling services as needed. If the examiner concludes that the person meets the criteria for a person requiring treatment, the person will be hospitalized and a second examination by a psychiatrist will be arranged. If the second evaluation concludes that the person meets the criteria for a person requiring treatment a Probate Court hearing will be scheduled. If the psychiatrist does not certify that the person is a person requiring treatment, the person must be released immediately.
Upon delivery to a peace officer of an application for hospitalization and a clinical certificate by a physician or licensed psychologist the peace officer will take the person to the preadmission screening unit for evaluation. If the person is determined to meet the criteria for hospitalization, the person will be hospitalized and a second examination by a psychiatrist will be arranged. If the second evaluation concludes that the person meets the criteria a Probate Court hearing will be scheduled. If the psychiatrist does not certify that the person is a person requiring treatment, the person must be released immediately.

If an individual executes an application for hospitalization but is unable after reasonable efforts to secure an examination of the person by a physician or licensed psychologist, the application may be presented to the Probate Court. The Court may enter a “pick up order” and require the person to be examined by the preadmission screening unit. The person will be evaluated by the unit and if appropriate, the unit will arrange for an examination by a physician or licensed psychologist. If the examiner concludes that the person meets the criteria for a person requiring treatment, the person will be hospitalized and a second examination by a psychiatrist will be arranged. If the second evaluation concludes that the person meets the criteria for a person requiring treatment a Probate Court hearing will be scheduled. If the psychiatrist does not certify that the person is a person requiring treatment, the person must be released immediately.

An individual may file a petition in the Probate Court asserting that a person requires mental health treatment. The petition must be accompanied by a clinical certificate of a physician or licensed psychologist unless the petitioner, after reasonable efforts, was unable to secure an examination. If the petition is accompanied by one clinical certificate the court will order the person to be examined by a psychiatrist. If the petition was not accompanied by a clinical certificate the Court may require an examination by a physician or licensed psychologist and a second examination by a psychiatrist. If the two examiners disagree, the Court may either dismiss the petition or order a third examination. If the individual refuses to comply with the court-ordered examinations or if it appears that the person requires immediate involuntary treatment to prevent harm to himself/herself or others, he/she may be taken into protective custody.

If a Probate Court hearing is scheduled, the Court will appoint an attorney for the alleged mentally ill person, unless that person already has an attorney. The person has the right to an independent clinical evaluation by a physician, psychiatrist or licensed psychologist of his/her choice at his/her expense, or if indigent, at Court expense. At the hearing the Court will determine
whether the person meets the criteria as a “person requiring treatment” and, if so, what treatment is
appropriate. The Court may order hospitalization, alternative treatment, or a combination of
hospitalization and alternative treatment. All orders for involuntary mental health treatment are
subject to periodic reviews by the Court.

If it is alleged that the person meets the criteria as a person requiring treatment described in
section 4) above the following procedure is applicable. An individual may file a petition in the
Probate Court seeking assisted outpatient treatment. Notice must be given to the alleged mentally
ill person and the local community mental health services agency. After a hearing, the Court can
order one or more services, including: intensive case management services, assertive community
treatment team services, substance abuse treatment and testing, supervised living, day or partial
day treatment program activities, medication, and therapy, designed to assist the person in
functioning in the community and preventing a relapse or deterioration of his/her condition. If the
person is noncompliant with the assisted outpatient treatment order, a mental health professional
supervising the treatment must notify the Court. The Court may then order that the person be
taken to a preadmission screening unit, hospitalized for not more than 10 days, or upon
recommendation by the CMH program, order the person to be hospitalized for the remainder of
the time of his/her treatment order or 90 days, whichever is less.

Fees:

A fee schedule is available from the Probate Court Clerk’s office. The filing fee for a
petition to appoint a guardian or conservator is $150.00. There is no fee for a petition filed by the
person who is the subject of the guardianship, conservatorship or involuntary hospitalization
proceeding. A person who is unable to pay a court fee because of indigence may file an affidavit
requesting waiver or suspension of the fee.
HOSPITALS / HEALTH CARE AGENCIES

All area hospitals have individual protocols for handling adult abuse or neglect cases. Each hospital’s protocol involves designating staff to assess suspicious incidents and refer cases to DHS Adult Protective Services.

Hurley Medical Center

One Hurley Plaza
Flint, MI  48503-5993
810-262-9000: 800-336-8999
Case Management (Social Work) Department: 262-9300

Hours:
Hospital is open 24 hours a day, 7 days a week
Case Management Department is open 8:00 AM – 4:30 PM, Monday – Friday; 7:00 AM – 7:00 PM, Saturday and Sunday (RN case management); 8:00 AM – 4:30 PM (Social work case management)
Emergency Department/Social Work Services: available on a daily basis

Description of Services

Hurley offers acute hospital care and ambulatory services to patients/families of all ages. Services include pediatrics, internal medicine, obstetrics/gynecology, oncology, cardiology, surgery, trauma, orthopedics, neurology, burn treatment, adult behavioral medicine, rehabilitation, gerontology, family practice, diabetic education, and renal and emergency treatment. Social work, pastoral care, community education and support groups are also provided. The Hurley Health System includes doctors’ office practices and ambulatory care clinics.

Suspected abuse and neglect cases are coordinated by the departmental social workers / social work case managers, following hospital-wide standard practices and protocols.

Procedures for Access

A physician order is required for specific medical treatment (such as inpatient care, home care, lab testing, etc.) Emergency medical care is provided to anyone in need.

Fees

Hurley accepts Medicare, Medicaid, and all other types of health insurance. There is a procedure for charity care for those patients who are ineligible for any insurance program. Fees depend on the services provided and when possible are billed to insurance. Credit counseling is
available. Information on public assistance programs is given. No separate charges for social work services are assessed.
Genesys Regional Medical Center

One Genesys Parkway
Grand Blanc, MI 48439-8066
810-606-5000 or 888-606-6556
Social Work Department: 810-606-6050

Hours:
The hospital is open 24 hours a day, 7 days a week.
The Case Management Department provides discharge planning and social work services Monday through Friday, 7:30 AM – 4:30 PM.
Social workers are available in the Emergency Department 7 days a week from 8:00 AM – 3:00 AM.

Description of Services
Genesys is an acute care hospital providing a full range of health care services to patients of all ages; services include oncology, cardiology, pediatric, maternity, emergency treatment, and inpatient and outpatient surgery. Social Work services, pastoral services, community education programs, community based physician offices and walk in clinics are provided at Genesys.
Suspected abuse and neglect cases are coordinated through the hospital Social Work department in accordance with hospital protocols.

Procedure for Access
Physician referral is needed for admission to the Hospital. Emergency medical care is provided to anyone needing such treatment.

Fees
Genesys accepts Medicare, Medicaid and all other types of health insurance. There is a procedure for charity care for those individuals who do not qualify for any insurance program. Fees depend on the service provided and when possible are billed to insurance. Credit counseling is available. Information on public assistance programs is given. No separate charges for Social Work services are assessed.
Center for Gerontology

7280 S. State Road
Goodrich, MI  48438
810-636-5006
810-636-5030  FAX

Hours:
Adult Day Care:  Monday – Friday,  7:30 AM – 5:00 PM
Transportation to and from Center for Adult Day Care: 7:30 AM - 5:00 PM
Transportation to non-emergency medical appointments:  8:00 AM – 2:00 PM

General Description

Growing older sometimes presents special issues. Physical changes may make everyday activities difficult to accomplish. Memory loss, and the problems it poses, can cause confusion and fear for both the older adult and their family members. The sadness felt with multiple losses of friends, family or routine abilities often cause depression.

The Center for Gerontology’s mission is to identify and support the needs of our area’s older adults and their caregivers. The Center offer assistance to the older adult in a caring, compassionate setting, treating each as an individual with unique needs and wants. Services provided by the Center include Adult Day Care, Transportation, and Information and Referral.

Adult Day Care

Adults with special needs can enjoy a pleasant, supervised environment designed to enrich their daily lives and help them live as independently as possible. Adult day care provides help for families and caregivers responsible for adults who cannot be left home during the day.

Plans for care are uniquely developed for each participant and may include the following services:

- Exercise
- Education and counseling
- Health monitoring
- Group and individual activities
- Medical and social services as needed
- Nutrition
- Personal care
Supervision

Day care participants include adults who are socially inactive or isolated, in need of personal care assistance, are confused or experience memory loss, or have physical limitations that prevent independent living.

The program is very flexible, with care ranging from only a couple of hours a day to five days a week. Hourly and daily rates are available.

Transportation

The Center provides modern, comfortable buses equipped to handle the needs of all Center participants, including those in wheelchairs. Our buses meet Michigan Department of Transportation inspections and driver requirements, and our drivers are certified in basic first aid and CPR. In addition to transporting participants to the Center and returning them home, the Center also provides door to door transportation for non-emergency medical appointments located in Genesee County for seniors age 60 and over who reside in Genesee County.

Transportation appointments must be made in advance.

Fees

Most fees for adult day care are subsidized through grant funding for those who meet the requirements. Private pay is also an option.

The Center for Gerontology is an affiliate of Genesys Health System and receives funding from the Genesee County Senior Millage, the Valley Area Agency on Aging, United Way of Genesee County, and the Michigan Department of Transportation.
Description of Services

McLaren is an acute care hospital providing a full range of health care services to patients of all ages, including oncology, cardiology, rehabilitation, behavioral health, maternity, emergency treatment, and inpatient and outpatient surgery. Social Work services, pastoral services, community education programs, community based physician offices, and walk in clinics are also provided.

Suspected abuse and neglect cases are coordinated through the hospital Case Management Department at 342-2375. Social Work will then follow through with a preliminary investigation and referral to Adult Protective Services and possibly the Genesee County Elder Abuse and Exploitation Prevention Program, in accordance with hospital protocols. For behavioral health patients the social worker on that patient care unit should be contacted directly at 342-2076.

Procedure for Access:

Physician referral is needed for admission to the Medical Center. Emergency medical care is provided to anyone needing treatment.

Fees:

McLaren accepts Medicare, Medicaid and all other types of health insurance. There is a procedure for charity care for those individuals who do not qualify for any insurance program. Fees depend on the services provided and when possible are billed to insurance. Credit counseling is available. Information on public assistance programs is given. No separate charges for social work services are assessed.
McLaren Home Group

1515 Cal Drive
Davison, MI 48423
810-496-8888
800-862-3132

Certified Home Care  810-496-8888 or 866-323-5974
Hospice  810-496-8855 or 800-206-4806
Medical Supplies  810-233-4900

Hours: 24 hour service is provided by direct service or answering service.

General Description

McLaren Home Group is the incorporation of Visiting Nurses, Hospice, and Medical Supplies for all of McLaren’s affiliates. These include McLaren-Flint, McLaren-Lapeer Region, McLaren-Central Michigan, McLaren-Bay Region, McLaren-Greater Lansing, McLaren-Macomb, McLaren-Oakland, and Northern Michigan Regional Health System in their respective service delivery areas.

Certified home care services are skilled intermittent services provided by nurses, therapists, social workers, and home health aides. They are ordered by a physician, and (for most insurance coverages) the patient must be homebound.

Hospice care is terminal illness care. The patient’s prognosis is 6 months or less, and the services provided are skilled nursing care, home health aides for personal care, spiritual care, social work, and a volunteer component. There is a respite component as well as residential care available.

Palliative Program: The palliative care team provides symptom management and other appropriate forms of medical treatment for patients with advanced illnesses.

Medical Supplies: Durable medical equipment that patients may need. A full-service equipment provider.

Fees:

Certified home care and hospice services are usually covered by insurance. Most durable medical equipment is covered in full or in part by insurance.
COMMUNITY AGENCIES

Alzheimer’s Association

Greater Michigan Chapter – Central Michigan Region
4604 N. Saginaw Rd, Suite F
Midland, MI  48640
800-272-3900 – 24/hr Helpline
989-839-9910
www.alzgmc.org

Hours: 8:30 AM – 5:00 PM Monday – Friday

Description of Services

The Alzheimer’s Association is a leading source of information, education, and support for caregivers and professionals who face dementia issues every day. The Central Michigan Region covers a 12-county area including Arenac, Bay, Clare, Genesee, Gladwin, Gratiot, Isabella, Lapeer, Midland, Saginaw, Shiawassee, and Tuscola counties. Its care programs and services include: 24/7 Helpline (1-800-272-3900), individual and family therapy, support groups, education programs, resource and lending library and MedicAlert Safe Return program. The website at www.alz.org is a rich resource with evidence-based content to inform a diverse audience.

Fees:

All services are offered free of charge.
The Disability Network

3600 S. Dort Hwy. Ste. 54
Flint, MI 48507
810-742-1800 phone
810-742-2400 fax
810-742-7647 TDD
www.disnetwork.org

*Description of Services*

The Disability Network (TDN) is a non-profit advocacy organization run by people with disabilities for people with disabilities. TDN is part of a state and national network of federally designated non-residential Centers for Independent Living (CILs). Its mission is to promote independence, access, self-determination, and inclusion of individuals with disabilities in all aspects of the community. TDN serves persons of every age and type of disability in Genesee County.

TDN offers several services including information and referral, advocacy, peer support, ADA compliance information, computer technology training, Assistive Technology loans, consumer advocacy groups, nursing home transition, ramps and home modifications, public benefits information, and other areas that assist individuals to live as they choose in the community.

Referrals are made to appropriate agencies and organizations as needed. Suspected cases of abuse or exploitation are referred to the appropriate authorities.

*Fees*

There are no financial guidelines for accessing services provided by TDN.
Family Service Agency of Mid Michigan

1422 W. Court Street
Flint, MI 48503
810-767-4014
www.fsamich.org

Hours:
9:00 AM – 5:00 PM: Wednesday, Thursday, Friday
9:00 AM – 9:00 PM: Monday, Tuesday

In Home Elder Care Services

FSA provides services to persons who are either physically and/or mentally disabled and who are experiencing substantial problems of isolation, dependence and helplessness. They typically report being afraid, lonely, vulnerable, and unable to care for themselves. Many are at risk of being placed in institutional settings such as nursing homes or adult foster care homes.

In-Home Elder Care Services provides:

Homemaking – light housekeeping for rooms used on a regular basis, meal preparations and laundry.

Personal Care – Assisting with activities of daily living such as bathing, dressing, grooming, eating, toileting, and ambulation.

Respite Care – Supervision and care of disabled, frail persons on a temporary basis to provide relief for the primary caregiver (spouse, adult child, or friend). Services may include all or some of the above-mentioned services.

Fees

No cost to seniors if eligible for Genesee County Senior Millage, Department of Human Services (Medicaid), or the Valley Area Agency on Aging. Sliding fee scale based on household income is available for those who don’t qualify for the above programs.

Guardianship and Conservatorship Services

FSA provides guardianship and conservatorship services as ordered by the Probate Court to persons who are legally incapacitated. These services include: assuring appropriate housing, securing medical and psychological services, arranging for social opportunities, maximizing self-reliance and independence, managing finances, providing 24 hour availability, and filing required reports with the Probate Court.
Fees
For private pay clients the fees are set by Probate Court. Medicaid clients’ fees are paid by Department of Human Services (DHS) when referred by the DHS.

Representative Payee
When appointed by the Social Security Administration FSA provides representative payee services to Social Security recipients who are unable to manage their finances because of physical or mental limitations. The payee will see that the bills are paid on time, and help with managing and budgeting of Social Security and Supplemental Security Income (SSI) benefits.

Fees
The fees are set by Social Security and change periodically.

Foster Grandparent
This is a stipend volunteer program for income-eligible older adults (55 and over) who wish to serve children in schools, homeless shelters, day care centers, hospitals, head start programs and private and foster care homes. Foster grandparents offer emotional support to child victims of abuse and neglect; tutor children with low literacy skills; mentor troubled teenagers and young mothers; and care for premature infants and children with physical disabilities and severe illnesses.

Fees
None

Senior Companion
This is a stipend volunteer program for income-eligible older adults (55 and over) who wish to serve frail older adults, adults with disabilities, those with terminal illnesses, and offer respite for caregivers. They assist their adult clients in basic but essential needs. Senior Companions touch the lives of adults who need extra assistance to live independently in their own homes or communities.

Fees
None

Family Counseling
Provides a wide variety of community based counseling services for families, adults, seniors and children who are experiencing or who are at significant risk of developing emotional, developmental, relationship, vocational and/or family problems. All counseling services have the
underlying goals of helping people help themselves, leading to a more productive independent and satisfying life.

**Couples** – marital disagreements, domestic violence, post-divorce matters (custody and visitation).

**Children** – school dropouts, under-achievers (Head Start referrals), delinquency, substance abuse/prevention and child protective services referrals.

**Parenting** – providing teen and post-teen parents with appropriate parenting skills.

**Parent/Child Relationships** – self-esteem and worth, enhancing a supportive and healthy environment for growth and development.

**Seniors** – emotional distress, self defeating, anti-social behavior (alcohol abuse, anxiety disorder and depression).

**Employee Assistance** – substance abuse in the work place, violence/trauma and work-related stress.

**Fees**

Varieties of insurances are accepted along with a sliding fee scale and Medicare for seniors. Please call to see what is available.

**Visually Impaired**

The Visually Impaired Program at Family Service Agency of Mid Michigan is specifically targeted to visually impaired and blind older adults residing in Genesee County who have developed vision loss severe enough to require learning new skills. The Visually Impaired Program specializes in vision rehabilitation training. Vision rehabilitation training ensures that blind and visually impaired older adults develop the skills and strategies needed to function optimally in their environment despite vision loss.

**Fees**

No cost to seniors if eligible for Genesee County Senior Millage, Department of Human Service (Medicaid), or the Valley Area Agency on Aging. Sliding fee scale based on household income and is available for all those who do not qualify for the above programs.
**Genesee County Community Mental Health: OBRA Services**

420 W. Fifth Avenue  
Flint, MI  48503  
810-762-5230

**Hours:** 8:00 AM – 5:00 PM Monday – Friday

**Description of Services**

OBRA is a multi-disciplinary mental health care service made available to the current or prospective residents of Genesee County nursing homes who are coping with a mental illness or developmental disability. It has a twofold purpose: first to provide clinical support to the client who is suffering from an active psychiatric disorder and, second, to target the prevention of unnecessary hospitalization and/or nursing home placement by timely resource coordination and psychotherapeutic intervention.

Treatment services are delivered within the nursing home. The treatment team provides direct therapy for the residents with mental health needs, and clinical consultation to the nursing home’s treatment staff. Primary care professionals include the attending physician and the facility’s social work and nursing personnel, activity and recreational therapists, and other members of the facility’s interdisciplinary treatment team who work in consultation with the OBRA team in ensuring that the OBRA client is (1) in the appropriate level of care, (2) receiving services appropriate to his/her condition, and (3) receiving services in the appropriate location. Consultative support is also made available to concerned family members and significant others with the express permission of the client.

Education and training are also provided as a part of the care for the nursing home residents of Genesee County. Additionally, training is provided to nursing home staff on a routine basis on a variety of topics that meet the needs of the nursing home staff as they provide care for their residents.

**Fees**

GCCMH is the Medicaid managed care provider for specialty mental health services for Genesee County. Other health insurances are accepted if eligibility is met. Financial liability for services is based on ability to pay. No one is refused services strictly because of an inability to pay.
Genesee County Community Mental Health: Crisis Services

420 W. Fifth Avenue
Flint, MI  48503
810-257-3740
877-346-3648

Hours:  24 hours a day; 7 days a week

Description of Services

Genesee County Community Mental Health provides crisis intervention services through its Crisis Intervention and Recovery Team (CIRT), via a contract with Common Ground-Genesee. CIRT provides immediate assistance to Genesee County residents in defusing mental health, substance abuse, and/or family crises, and in accessing medically necessary services and supports. CIRT staff also assist in linking individuals to other supports and services to assist the individual in the recovery process.

GCCMH staff conduct preadmission screenings for petitions for involuntary psychiatric hospitalization [pp 29-32]. Individuals who present with emotional symptoms which are so severe that they could lead to harm to self or others, or where the individual is experiencing increased difficulty coping, will be evaluated for psychiatric hospitalization or diversion to other intensive alternatives. Individuals who are at risk due to their behavior but who are unwilling to admit themselves into a psychiatric setting may be petitioned by someone who has observed their behavior. GCCMH staff can direct petitioners to the appropriate forms and procedures.

Fees

GCCMH is the Medicaid managed care provider for specialty mental health services for Genesee County. Other health insurance plans are accepted if eligibility is met. Financial liability for services is based on ability to pay. No one is refused services strictly because of an inability to pay.
Legal Services of Eastern Michigan

436 S. Saginaw Street
Flint, MI  48502
810-234-2621 or 800-322-4512

Hours: Monday 9:00 AM – 7:00 PM; Tuesday – Friday 9:00 AM – 5:00 PM

Description of Services

Legal Services of Eastern Michigan (LSEM) is a nonprofit organization that provides free legal assistance on various issues to older adults in Genesee County. Services are targeted to older adults, regardless of their income, who are economically needy, frail, homebound, or in an institutional setting such as a nursing home or adult foster care home.

Currently LSEM receives two grants which support assistance to older adults. One grant is through the national Legal Services Corporation and it requires LSEM to focus its services on certain priority areas for individuals living in Genesee and Lapeer counties. The priorities include legal issues related to income, health care, long-term care, nutrition, housing, utilities, protective services, defense of guardianships, abuse, neglect, and age discrimination. LSEM also receives grant funding from the Valley Area Agency on Aging (VAAA). These funds provide legal services to older adults, 60 years and older, living in Genesee, Lapeer, and Shiawassee counties. An area of specific focus under this grant is the issue of elder abuse prevention and includes the development of elder abuse task forces for the counties served. Services also include limited estate planning and assistance with consumer issues.

Fees

There are no fees for services. However, clients may be required to pay court filing fees and other costs that are not waived by the Court or are not subject to the waiver rules.
UAW/GM Work and Family Services

The UAW and GM developed an elder care resource and referral service as part of its Work/Family program because many workers were finding themselves responsible for the decision-making and care of their aging or disabled relatives. Some of the concerns that can be addressed by a case consultant are:

- Senior housing options
- Community services and resources
- Financial and estate planning
- Independent living options
- Assisted living options
- Adult day care
- Residential care
- Senior centers
- Skilled nursing facilities
- Meal services
- Transportation services
- Understanding and dealing with Alzheimer’s disease and related disorders.

In addition, there is also an in-home geriatric assessment service available, which includes medical and mental status, mobility, living arrangement, medication management, home safety, and pertinent legal/financial matters.

Contact phone numbers for the following locations are:

- Local 659/Flint Metal Fab 810-236-4509
- Local 659/Die Management 810-236-1612
- Local 1292/ G B Metal Fab 810-953-6315
- Local 598/Truck & Bus 810-236-6834
YWCA of Greater Flint  
Domestic Violence and Sexual Assault Services

310 E. Third Street  
Flint, MI  48502
(810) 238-7621  General Information  
(810) 238-SAFE  24 hour Crisis Hotline

General Program Description

The YWCA of Greater Flint Domestic Violence and Sexual Assault Services offers comprehensive services to individuals who are dealing with abusive relationships and/or the trauma of sexual assault.

SafeHouse

SafeHouse provides safe emergency shelter and supportive services to survivors of domestic violence and sexual assault through Genesee County. There are no fees for these services. Upon leaving SafeHouse individuals may still access YWCA services. SafeHouse shelter services include: emergency shelter, food, clothing, legal advocacy child care, individual counseling, counseling for children, support groups, educational classes, referrals to community resources, housing advocacy, outreach/follow-up services.

Legal Advocacy

Because legal issues and the court system are often difficult to understand, the YWCA of Greater Flint’s Domestic Violence and Sexual Assault Services offers assistance such as:

Information about the criminal justice system and how it works  
Staff who can act as liaisons and client advocates with the courts, the legal profession, police agencies and social services  
Assistance with Personal Protection Orders  
Court support – availability of a staff member to attend court proceedings with the client  
Divorce assistance for domestic violence survivors  
Emergency 911 cell phones  
Assistance with Crime Victim Compensation Applications  
Counseling
Individual, family and group counseling services are available for adults and children who wish to address issues pertaining to relationship violence, sexual assault, incest, or other forms of violence.

**Support Groups**

Professionally facilitated groups are available for women who are dealing with issues of abusive relationships or sexual trauma. Topics include:

- Issues of power and control and understanding the dynamics of abuse
- Exploring emotions; guilt, denial and anger
- Building skills to cope with emotions
- Issues of trust

**Anger Control Education**

Anger Control Education is an eight (8) week program providing an opportunity for individuals to learn skills that will enable them to resolve anger and conflict nonviolently. Groups are designed for individuals who have had problems with isolated incidents of stranger violence.

**Domestic Violence Intervention Program (DVIP)**

DVIP is offered in a twenty-six (26) week session. DVIP addresses different types of destructive behaviors used by batterers in intimate relationships as a means to control their partners. The focus is placed on the fact that battering is a choice that individuals make. Participants will have the opportunity to learn non-violent, non-dominant alternatives so they can participate in intimate relationships that are based on mutual respect and shared power.
APPENDIX

PROTOCOL FOR COOPERATION BETWEEN FINANCIAL INSTITUTIONS AND THE GENESEE COUNTY FAMILY INDEPENDENCE AGENCY IN ADULT PROTECTIVE SERVICES INVESTIGATIONS OF SUSPECTED FINANCIAL EXPLOITATION OF VULNERABLE ADULTS

Introduction

The Adult Protective Services Act (Act 519, Public Acts of 1992, MCL 400.11) requires the Family Independence Agency (FIA) to investigate reports that a vulnerable adult has been abused, neglected or exploited. Exploitation is defined as an action that involves the misuse of an adult’s funds, property, or personal dignity by another person. A vulnerable adult is an adult who is unable to protect himself/herself from abuse, neglect, or exploitation because of a mental or physical impairment or because of advanced age. Reports are made to the Family Independence Agency by calling Adult Protective Services (APS) in the county where the alleged abuse, neglect or exploitation occurred or the statewide hotline at 1-800-996-6228. The APS intake number for Genesee County is 760-2202 (business hours) and 760-2222 (nights, holidays and weekends).

The Act defines certain persons as mandatory reporters, who are required to report suspected abuse, neglect, or exploitation. Mandatory reporters include persons employed, licensed, registered or certified to provide health care, education, social welfare, mental health, law enforcement or other human services. Other persons may, but are not required to, make a report. Financial institutions are not mandatory reporters, and nothing in this protocol shall be construed to impose any duty on any financial institution to report suspected abuse, neglect, or exploitation.

Pursuant to an opinion letter dated July 2, 2002, and signed by the chief officers of the seven federal financial regulatory agencies (Federal Reserve System, National Credit Union Administration, Federal Deposit Insurance Corporation, Comptroller of the Currency, Security and Exchange Commission, Office of Thrift Supervision, and the Federal Trade Commission), a financial institution may report to the FIA incidents of suspected financial exploitation, which entail disclosing nonpublic personal information about its customers, without violating the privacy provisions of the Gramm-Leach-Bliley Act and the agency’s respective regulations. See Attachment A.

Investigations are conducted by the adult protective services staff of the FIA. If the FIA substantiates the report of suspected abuse, neglect, or exploitation the agency is required to make available to the adult appropriate protective services and take necessary action to safeguard the welfare of the adult. In appropriate cases the FIA may petition the Probate Court for appointment of a guardian or conservator.

The APS law provides that the identity of a person making a report shall be confidential, subject only to disclosure with the consent of that person or by judicial process. The APS law
further provides that a person acting in good faith who makes a report shall be immune from civil liability. MCL 400.11c.

Examples of Financial Exploitation

The following are some examples of financial exploitation of a vulnerable adult that would be subject to investigation by Adult Protective Services.

Misappropriation of an adult’s money or property, such as withdrawing large sums of money belonging to the adult from a joint account without the adult’s consent.

Misappropriation of an adult’s money by an attorney in fact or other fiduciary by withdrawing money from the adult’s account for the personal use of the fiduciary.

Forging the adult’s signature to obtain the adult’s money from a bank account.

Obtaining a signature on a check or other financial instrument from an adult who is not legally competent to execute such documents.

Transferring title or an ownership interest in a bank account or other financial asset, as a result of coercion, force, intimidation, or threat of force.

Obtaining the consent of the adult to give or transfer money or other assets through fraud or misrepresentation.

Information Sharing

1) The financial institution shall advise the FIA of the person at the financial institution to whom the FIA should direct a request for information or copies of records.

2) The financial institution shall accept a properly executed FIA Form 27 (see Attachment B) in support of a request for release of information in connection with an APS investigation.

3) Upon presentation of a properly executed FIA Form 27 the financial institution shall release the specified information to the FIA within 5 working days, unless this would create an undue hardship to the financial institution, in which case the financial institution shall promptly notify the FIA of the nature of the hardship and the date on which the information shall be provided.

4) Upon request by the FIA and a properly executed FIA Form 27 the financial institution shall provide an account history, copies of monthly bank statements, or copies of quarterly bank statements for a 12 month period free of charge.

5) Upon request by the FIA and a properly executed FIA Form 27 the financial institution shall provide copies of up to 25 specific checks, deposit slips or similar transaction records at no charge to the FIA.
6) For requests beyond the scope of the preceding paragraphs, the financial institution may charge a reasonable fee for copying.

7) In cases where an attorney in fact is acting on the adult’s behalf pursuant to a power of attorney the financial institution shall release information to the FIA upon presentation of an FIA Form 27 signed by the attorney in fact and a copy of the power of attorney.

8) In cases where the adult appears to lack a capacity to consent and no attorney in fact, conservator or guardian is acting on the adult’s behalf, the FIA may petition the Probate Court for the appointment of a guardian or conservator.

9) In cases where a conservator is acting on the adult’s behalf the financial institution shall release information to the FIA upon presentation of an FIA Form 27 signed by the conservator and a copy of the court order appointing the conservator.

10) In cases where a guardian has been appointed and the adult has not executed a durable power of attorney and no conservator has been appointed, the financial institution shall release information to the FIA upon presentation of an FIA Form 27 signed by the guardian and a copy of the court order appointing the guardian.

11) If the FIA seeks information concerning an account opened by a person acting as conservator for an adult, the financial institution shall release information to the FIA upon presentation of an FIA Form 27 signed by the conservator, pursuant to paragraph 9 above, or upon presentation of an FIA Form 27 signed by the adult unless a guardian has also been appointed for the adult or the financial institution has reason to believe that the adult is not competent to execute a release.

12) If the FIA seeks information concerning an account opened by a person acting as representative payee for an adult who is receiving Social Security benefits, the financial institution shall release information to the FIA upon presentation of an FIA Form 27 signed by the representative payee or upon presentation of an FIA Form 27 signed by the adult unless a guardian has been appointed for the adult or the financial institution has reason to believe that the adult is not competent to execute a release, or upon presentation of an FIA Form 27 signed by a conservator, attorney in fact, or guardian pursuant to paragraphs 7, 9, or 10 above.

13) If a dispute arises between the FIA/APS worker and a representative of the financial institution concerning a request for records or information the FIA/APS worker shall refer the matter to his/her supervisor. The supervisor shall contact the designated representative of the financial institution and attempt to resolve the matter.
Appendix - 4
The Honorable Debbie Stabenow  
United States Senate  
Washington, D.C. 20510-2204

Dear Senator:

We are responding to your letter regarding the extent to which financial institutions may disclose information about their customers to the Michigan Family Independence Agency (FIA) in connection with preventing the abuse and exploitation of adults. In particular, you asked whether a financial institution in Michigan may report to the FIA incidents of financial exploitation, which entails disclosing nonpublic personal information about its customers, without violating the privacy provisions of the Gramm-Leach-Bliley Act (GLBA) and the agencies’ respective regulations. Our response to the issues raised in your letter is enclosed.

We hope this information is useful.

Sincerely,

[Signatures]

Alan Greenspan  
Chairman  
Board of Governors of the Federal Reserve System

Dennis Doller  
Chairman  
National Credit Union Administration

James E. Gilleran  
Director  
Office of Thrift Supervision

J. Howard Beales, III  
Director  
Bureau of Consumer Protection  
Federal Trade Commission

Enclosure
**Michigan Adult Protective Services Law**

Michigan’s adult protective services law provides that any person, including a financial institution, who suspects that an adult has been abused, neglected, or exploited may make a report to a county FIA. Thus, Michigan law permits, but does not require, financial institutions to report cases of suspected abuse, neglect, or exploitation. Michigan law further provides that a person acting in good faith who makes a report is immune from civil liability, but that immunity is limited under Michigan law and, in any event, would not shield a person from liability under a federal law. We understand that the FIA has developed protocol agreements, described more fully below, under which financial institutions may make reports to local FIA offices. The protocols involve identifying and investigating situations in which an adult has been abused, neglected, or exploited and do not relate to ordinary transactions between or among adults without a suspicion that an adult has been abused, neglected, or exploited.

**GLBA Privacy Requirements**

The GLBA establishes a general rule that a financial institution may not disclose any nonpublic personal information about a consumer to any nonaffiliated third party unless the institution first provides the consumer with a notice that describes the disclosure (as well as other aspects of its privacy policies and practices) and a reasonable opportunity to opt out of the disclosure, and the consumer does not opt out. However, section 502(e) of the GLBA provides a variety of exceptions to this general rule that permit a financial institution to disclose information to nonaffiliated third parties in the ordinary course of business without first complying with the notice and opt-out requirements. Based on the two protocol agreements that accompany your letter and our understanding of the program, we believe that disclosures of nonpublic personal information about consumers made in reports to the FIA under those protocols will fall within the exceptions in section 502(e) of the GLBA and section 15 of the agencies’ implementing regulations.1 If the FIA develops other protocol agreements, we would be happy to review report requirements that would apply under those agreements to determine whether disclosures of nonpublic personal information about customers would be covered by the exceptions to the notice and opt-out requirements.

**Applicability of the GLBA Exceptions to Reports by Financial Institutions to the FIA**

The two protocols provide different avenues for a financial institution to disclose information to the FIA. The protocol entitled “Adult Protective Services Investigation Protocol Agreement” (Investigation Protocol) seems to apply to those circumstances where the FIA is conducting an investigation and asks a financial institution for information about the institution’s customer. In those circumstances, the agreement requires consent to the disclosure by the customer or the customer’s fiduciary. Where consent cannot be obtained, the FIA may seek a court order compelling disclosure.

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Under the exceptions in section 502(e)(3) of the GLBA and sections 15(a)(7)(i)-(iii) of the regulations, a financial institution may disclose nonpublic personal information about a consumer in response to a properly authorized regulatory investigation or in response to judicial process. Under the exception in section 502(a)(2) of the GLBA and section 15(a)(1) of the regulations, a financial institution also may disclose nonpublic personal information with that customer's consent (or consent of the customer's legal representative) with respect to information about him or her. Therefore, a financial institution's disclosure of nonpublic personal information about the customer in accordance with the Investigation Protocol would fall within the statutory and regulatory exceptions to the notice and opt-out requirements.

The other protocol, entitled "Financial Institution Protocol Agreement for Reporting Instances of Financial Exploitation to the Michigan Family Independence Agency" (Reporting Protocol), governs those situations in which a financial institution, without first being contacted by the FIA, reports suspected financial exploitation of a customer. The Reporting Protocol describes various types of "financial exploitation," including: the willful misuse of an adult's finances by a family member, caretaker, friend, or fiduciary; forgery and canceling checks, or theft of an adult's money from a financial institution without the adult's knowledge; using coercion, intimidation, force, or threat of force (which includes withholding of food, isolation, confinement, as well as acts of physical violence) to obtain money or transfer title to property owned by an adult; or committing acts of deceit or misrepresentation to obtain consent of an adult to sign over money or other assets.

Section 502(e)(3)(B) of the GLBA and section 15(a)(2)(ii) of the regulations provide an exception to the notice and opt-out requirements for disclosing nonpublic personal information to protect against or prevent fraud, unauthorized transactions, claims, or other liability. This exception would allow a financial institution to disclose nonpublic personal information to report incidents of willful misuse, forgery, theft, or deceit that result in taking an adult's funds without actual consent or to report incidents of obtaining an adult's consent to sign over assets through misrepresentation of the intent of the transaction.

Other forms of financial exploitation covered by the Reporting Protocol include the transfer of assets when under duress and obtaining an adult's money, assets or personal property, through coercion, such as by withholding food or committing acts of physical violence. In addition to other applicable exceptions, the exception for disclosing nonpublic personal information for an investigation on a matter related to public safety applies to these situations. We believe that this exception, set forth in section 502(e)(3) of the GLBA and section 15(a)(4) of the regulations, allows a financial institution to disclose nonpublic personal information to the FIA because Michigan law and the Reporting Protocol contemplate that the FIA will undertake an investigation to protect the safety of the adult who is the subject of the report.

Conclusion

The agencies believe that the circumstances for making reports to the FIA under the protocols that involve disclosing nonpublic personal information about a consumer, as described above, would be permitted by the exceptions to the notice and opt-out requirements.
If you have any questions about this matter, please contact:

Thomas E. Scanlon (FRB), (202) 415-1594
Robert A. Patrick (FDIC), (202) 898-5757
Mary Rupp (NCUA), (703) 578-6540
Mark TenHundfeld (OCC), (202) 874-5090
Paul J. Robit (OTS), (202) 906-6648
Penelope Saltzmann (SEC), (202) 942-0689
Loretta L. Garrison (FTC), (202) 326-3043
GENESEE COUNTY ELDER DEATH REVIEW TEAM
POLICIES AND PROCEDURES

I. MISSION STATEMENT

The mission of the Genesee County Elder Death Review Team is to examine deaths of elderly adults associated with suspected abuse or neglect. The purposes of the EDRT review process are: to identify changes in policies and programs that will improve the community’s response to incidents of elder abuse and neglect and promote the overall safety and welfare of elderly adults; identify gaps in the service delivery system; increase public awareness of the nature and scope of elder abuse and neglect; identify strategies to prevent abuse or neglect; and support the law enforcement process in the investigation and prosecution of those responsible for the abuse or neglect. The team will review deaths of persons age 60 or older associated with suspected abuse or neglect and may review the death of an adult under age 60 associated with suspected abuse or neglect.

II. COMPOSITION

The EDRT shall consist of core members and consulting members. The core members are:

- Genesee County Medical Examiner

  Medical examiner responsible for autopsy services (currently the Oakland County Medical Examiner)

- Genesee County Sheriff

- Genesee County Prosecutor

- Genesee County Department of Human Services, Adult Protective Services supervisor

The consulting members are

- Local Long Term Care ombudsman

- Family Service Agency of Mid-Michigan

- Legal Services of Eastern Michigan

- Probate Court Register

- YWCA Domestic Violence/Sexual Assault Services

- Elder law attorney
Geriatrician

Each core member or consulting member may appoint a designee to represent the member at a meeting. The designee shall be an individual familiar with elder abuse issues. Core members are expected to attend every meeting. Consulting members are expected to attend meetings where their expertise is relevant to a case being reviewed at that meeting and are encouraged to attend other meetings.

III. MEETINGS

The team shall establish a regular meeting schedule. The Medical Examiner shall chair the meeting or may designate another member to chair the meeting. The Medical Examiner may call a special meeting, if in his/her opinion a case merits immediate review. Any team member may request a special meeting.

The Department of Human Services shall provide staff support for the team, which shall include sending meeting notices, preparing agendas, compiling case review materials, and collecting case review materials upon completion of the review.

Any member of the team may refer a case to the EDRT for review that involves the death of an elderly person associated with suspected abuse or neglect.

The team member who refers a case for review shall submit a case summary, any records the member deems relevant, the names of consulting team members who should participate in the review, and the names of non-team members who should be invited to participate in the review to the EDRT coordinator. The Medical Examiner shall determine which non-team members should be invited to participate in the case review. The Medical Examiner shall also determine which consulting members should be expected to participate in the review process, and the coordinator shall so inform the consulting member. The meeting notice shall state the name and date of death for those cases scheduled for review.

At the conclusion of the meeting the coordinator shall collect all case review records and deliver them to the Medical Examiner. The EDRT coordinator shall maintain such records as necessary to prepare reports of the EDRT’s activities.

IV. CONFIDENTIALITY

The proceedings and records of the team are confidential. Each member shall adhere to the terms set forth in a confidentiality agreement signed by each team member. All other participants in an EDRT meeting shall sign a confidentiality form prior to participating in such meeting.
INDICATORS OF ABUSE, NEGLECT, OR EXPLOITATION OF THE ELDERLY

The following is a general list of indicators of abuse, neglect or exploitation of an elderly person. They should be evaluated in conjunction with other information about the individual’s situation. The Adult Protective Services law provides for the reporting of a reasonable suspicion of abuse, neglect or exploitation. It is not necessary that the report be based on eye witness accounts, incriminating statements, or other types of evidence that would be admissible in a court proceeding under the formal rules of evidence. The report can be based on hearsay or circumstantial evidence, if the evidence gives rise to a reasonable suspicion of abuse, neglect or exploitation. See pages 2-4 for further information on the Adult Protective Services law reporting requirements, confidentiality of the identity of the reporter, and good faith immunity from civil liability.

Physical Appearance

- Burns, especially those which are unusually located
- Bilateral bruises on upper arms [such as those caused by shaking]
- Clustered bruises on trunk [such as those caused by repeated striking]
- Bruises resembling an object
- Old and new bruises – indicating repeated injuries
- Bone fractures and signs of fractures
- Lacerations; welts; black eyes
- Bed sores; other unhealed sores
- Untreated injuries
- Broken glasses or frames
- Lack of prosthetic devices
- Clothing that is inappropriate for the weather, dirty, torn, too big/small
- Lack of clothing; wearing the same clothing all the time
- Urine-soaked clothing
- Shoes on wrong feet
- Body odor; lice; fleas
- Malnutrition; dehydration
- Swollen ankles; swollen legs; blue feet
- Decayed teeth
- Swollen eyes; red, painful eyes
- Severe or constant pain
- Coldness in parts of body
- Swelling of joints accompanied by weakness or fever
- Sudden weight loss/gain
Loss of sight or hearing
Heat exhaustion
Overmedication
Thin hair that appears to be caused by pulling
Dilated pupils
Nails need clipping

**Behavior**

Recent or sudden changes in behavior
Unjustified fear or suspicion
Refusal to open the door to family/friends
Denial of obvious problems; refusal to recognize the need for help
Implausible or inconsistent explanations for injuries
Unaware of income or regular monthly expenses
Recent changes to will; representative payee; trust documents; power of attorney
Large cash withdrawals
Transfers of title to property, change of beneficiaries on insurance polices
Newly opened joint accounts
Payment of exorbitant prices for goods, services
Depleted bank accounts
Large amount of purchases on credit or ATM withdrawals
Chronic failure to pay bills
Frequently running out of money at the end of the month
Frequent moves

**Environment**

Hazardous home conditions such as poor wiring, rotting porch, broken glass, no locks, unventilated gas, roof leaks, burst water pipes
Numerous outdated medications from different doctors
Medicine not clearly marked
Fecal, urine smell
Soiled bedding, furniture
Evidence of restraints
Lack of food, inadequate or spoiled food
Empty liquor bottles
Lack of electricity, heat, water, working toilet, cooking facilities, refrigeration
House infested with fleas, lice, roaches, rats
Disappearance of personal property, household items
Home too hot or too cold
Extreme clutter or hoarding

**Behavior of Family or Caregivers**

Appendix - 12
Isolating the elderly person from family and friends; not allowing visitors
Criticizing, mocking, or making demeaning remarks toward the elderly person
Marital or family discord; continuous friction, secretive behavior, poor self control among household members
Conflicts with neighbors and others in the community
Showing hostility or little concern for the elderly person
Blaming the elderly person for problems
Denying obvious problems
Arguments within extended family regarding care provided to the elderly person
Manipulating the elderly person into paying family member/caregiver’s bills, borrowing money from the elderly person
Alcohol abuse; drug use
Resentment or jealousy toward the elderly person
Lack of knowledge of elderly person’s condition and care needs
Evidence/history of mental illness in family
Leaving the elderly person alone for extended periods of time
Excessive payments by the elderly person to caregiver for care
Failing to provide the elderly person with needed personal care
Withholding of food, medication
Lack of interaction with the elderly person
Unrealistic expectations of the elderly person
Prolonged interval between treatment and injury
Changing doctors frequently
Implausible or inconsistent explanation for the elderly person’s injuries
Sudden appearance of previously uncaring relatives or a new “best friend”
Numerous persons living with the elderly person who have no apparent income; who are financially dependent on the elderly person
LEGAL PROTECTION FOR WHISTLEBLOWERS

**Whistleblowers’ Protection Act, MCL 15.361 – 15.369**

The Act prohibits an employer from discharging, threatening, or discriminating against an employee because the employee reports or is about to report a suspected violation of a federal, state, or local law or rule to a public body, unless the employee knows the report is false. An employer is also prohibited from discharging, threatening or discriminating against an employee because the employee is requested by a public body to participate in an investigation or hearing by that public body or to testify at a court hearing.

The employee may file a civil action within 90 days of the violation of the Act. The Court may order reinstatement of the employee, payment of back wages and fringe benefits, other actual damages, and reasonable attorney fees and costs. The Court may also order payment of a civil fine of not more than $500.00 which is paid to the State Treasurer.

**Public Health Code, MCL 333.20176a**

A health facility may not discharge or discipline or otherwise discriminate against an employee for reporting a violation of a state law or regulation governing health care facilities, health care professionals, or controlled substances, for reporting the malpractice of a health professional, or for acting as an expert witness in a lawsuit involving medical malpractice or in an administrative hearing. A health facility that violates this section is subject to an administrative fine of up to $10,000.00 for each violation and suspension, limitation or revocation of its license.

**Public Health Code, MCL 333.20180**

An employee of a health care facility, a person under contract to a health care facility, or any other person who in good faith makes a report or complaint regarding a health care facility or who assists the Department of Community Health in carrying out its duties under the Public Health Code is immune from civil and criminal liability. The immunity granted under this section extends only to acts done pursuant to Article 17 of the Public Health Code (relating to health care facilities). The Department is required to keep the person’s identity confidential unless the person agrees to disclosure or unless the person is required to testify in disciplinary proceedings against the subject of the report or complaint. However if disclosure of the person’s identity is considered by the Department to be essential to the disciplinary proceedings and if the person is the complainant the Department must give the person the opportunity to withdraw the complaint.
before disclosure. There are special provisions governing immunity from civil and criminal liability if the person is employed by or under contract to a hospital.

**Public Health Code, MCL 333.21771(6)**

A nursing home licensee, administrator, or employee is prohibited from harassing, dismissing, or retaliating against an employee who reports a reasonable suspicion of physical, mental or emotional abuse, mistreatment, or harmful neglect.

**Vulnerable Adult Abuse Act, MCL 750.145p**

The Act prohibits intentional retaliation or discrimination against an employee who files a complaint against a facility, or provides information to a state or local official enforcing the Adult Foster Care Licensing Act or the Public Health Code, or who initiates, participates in, or testifies in an administrative action or criminal action against a facility or a civil suit related to the criminal action. The violation is punishable as a misdemeanor with a possible sentence of up to one year and/or a fine of not more than $10,000.00. A second offense is punishable as a felony with a possible sentence of up to five years and/or a fine of not more than $75,000.00.

**Mental Health Code, MCL 330.1723(4) and (5)**

An individual who makes a report pursuant to this section, [see pp 12-13] in good faith shall not be dismissed or otherwise penalized by an employer or contractor for making the report.
VULNERABLE ADULT ABUSE ACT:
1994 PA 149, MCL 750.145m – 750.145r

This law, which was enacted in 1994 as Public Act 149, MCL 750.145m – 750.145r, defines the crime of vulnerable adult abuse. A vulnerable adult is one who because of age, developmental disability, mental illness, or physical handicap requires supervision or personal care, lacks the personal or social skills to live independently, is unable to protect him/herself from abuse, neglect, or exploitation, or who is living in an adult foster care facility. The Act applies to persons who directly care for or have physical custody of a vulnerable adult. It covers all vulnerable adults, whether they are living in their own residence or in a facility (such as an AFC home, home for aged, or nursing home).

The Act establishes four degrees of vulnerable adult abuse:

1st Degree: Where a caregiver or other person with authority over the adult intentionally causes serious physical or mental harm. A violation is a felony, with a possible sentence of up to 15 years and/or a fine of not more than $10,000.00.

2nd Degree: Where a caregiver or other person with authority over the adult recklessly causes serious physical or mental harm. A violation is a felony, with a possible sentence of up to 4 years and/or a fine of not more than $5,000.00.

3rd Degree Where a caregiver or other person with authority over the adult intentionally causes physical harm. A violation is a misdemeanor, with a possible sentence of up to 2 years and/or a fine of not more than $2,500.00.

4th Degree Where a caregiver or other person with authority over the adult recklessly causes physical harm. A violation is a misdemeanor with a possible sentence of up to one year and/or a fine of not more than $1,000.00.

If a person operates an unlicensed facility (such as a room and board home) that is subject to licensure under the Adult Foster Care Licensing Act or is an employee or acts on behalf of an unlicensed facility and violates a provision of that Act or the Public Health Code or the administrative rules promulgated pursuant to such Acts, and the violation causes the death of a vulnerable adult, the person is guilty of a felony with a possible sentence of up to 5 years and/or a fine of not more than $75,000.00.

MCL 750.145p lists a number of prohibited acts by a caregiver, a person with authority over a vulnerable adult, or a person licensed to operate an AFC home which are classified as misdemeanors punishable by up to 2 years and/or a fine of not more than $25,000.00. These
include co-mingling of funds by an AFC home or other licensee who is required to keep resident funds in a separate trust account, interfering with an investigation by a state agency; giving false information to a state agency, and retaliation/discrimination against a resident for making a complaint against a facility or testifying in an administrative or legal action against a facility. Second or subsequent offenses are felonies punishable by imprisonment up to 5 years and/or a fine of not more than $75,000.00.
FINANCIAL EXPLOITATION OF A VULNERABLE ADULT
2000 PA 222, MCL 750.174a

This law makes it a crime for a person to obtain or use or attempt to obtain or use, through fraud, deceit, misrepresentation, coercion or unjust enrichment, a vulnerable adult’s money or property for his/her own direct or indirect benefit, if the person knows or had reason to know that the person is a vulnerable adult. A vulnerable adult is one who because of advanced age, developmental disability, mental illness, or physical disability requires supervision or personal care or lacks the personal and social skills to live independently or who is unable to protect him/herself from abuse, neglect, or exploitation or who is living in an adult foster care facility, regardless of whether there is a court order (such as order appointing a guardian) finding the adult to be incapacitated. However, the law does not apply to financial institutions or brokers, or their officers, directors, employees, or agents, provided they were performing duties in the normal course of their business. Violations are punishable under a tiered penalty structure based on the value of the money or property involved,

If the value of the money or property involved was less than $200.00 the person would be guilty of a misdemeanor with a possible sentence of up to 93 days and/or a fine. The fine would be not more than $500.00 or three times the value of the money or property involved, whichever was greater.

If the value of the money or property involved was at least $200.00 but less than $1,000.00 the person would be guilty of a misdemeanor with a possible sentence of up to one year and/or a fine. The fine would be not more than $2,000.00 or three times the value of the money or property involved, whichever was greater.

If the value of the money or property involved was at least $1,000.00 but less than $20,000.00 the person would be guilty of a felony with a possible sentence of up to five years and/or a fine. The fine would be not more than $10,000.00 or three times the value of the money or property involved, whichever was greater.

If the value of the money or property involved was at least $20,000.00 but less than $50,000.00 the person would be guilty of a felony with a possible sentence of up to ten years and/or a fine. The fine would be not more than $15,000.00 or three times the value of the money or property involved whichever was greater.

If the value of the money or property involved was at least $50,000.00 but less than $100,000.00 the person would be guilty of a felony with a possible sentence of up to fifteen
years and/or a fine. The fine would be not more than $15,000.00 or three times the value of the money or property involved whichever was greater.

If the value of the money or property involved was $100,000.00 or more the person would be guilty of a felony with a possible sentence of up to twenty years and/or a fine. The fine would be not more than $50,000.00 or three times the value of the money or property involved whichever was greater.

If the person commits a second offense the possible sentences are enhanced.
REPORTING PERSONS WITH A DISABILITY OR DEMENTIA AS MISSING: MCL 28.258

The Uniform Crime Reporting System law, Act 319 of 1968, requires a law enforcement agency that receives a missing person report concerning an individual who is within one of the designated classes of individuals covered by the Act to immediately enter information regarding that individual into the Law Enforcement Information Network (LEIN) and the national crime information center, after conducting a preliminary investigation. The Act covers an individual who has a physical or mental disability, as evidenced by written documentation from a physician or other authoritative source, including an individual with Alzheimer’s disease and dementia, and an individual who is believed to be incapable of returning to his/her residence without assistance. If the missing individual has Alzheimer’s disease or dementia or is believed to be incapable of returning to his/her residence without assistance the law enforcement agency must broadcast information regarding the individual over the LEIN to all law enforcement agencies having jurisdiction of the location where the missing individual lives or was last seen and to any other law enforcement agency that potentially could become involved in locating the missing individual. The person making the report of the missing individual can also request that the information be reported to other law enforcement agencies.
EMERGENCY TELEPHONE NUMBERS

POLICE ASSISTANCE

911

ADULT PROTECTIVE SERVICES*
Statewide Centralized Intake Unit (24 hrs/day; 7 days/week)
855-444-3911 (toll free)

DOMESTIC VIOLENCE HELPLINE
800-799-7233

COMMUNITY MENTAL HEALTH CRISIS LINE
810-257-3740

YWCA SAFE HOUSE
810-238-SAFE

*Department of Human Services
Genesee County Adult Protective Services non-emergency contact information:

125 E. Union St.
P.O. Box 1628
Flint, MI 48501
810-760-2200
GENESEE COUNTY LAW ENFORCEMENT AGENCIES

Michigan State Police – Flint Post
G-4481 Corunna Road
Flint, MI  48532
810-732-1111

Genesee County Sheriff
1002 S. Saginaw
Flint, MI  48502
810-257-3406

City and Township Police Departments

Argentine Township Police Department
8274 Silver Lake Road, Linden, MI  48451
810-735-5317

Atlas Township (Sheriff Substation)
810-257-3422

Burton City Police Department
4090 Manor Drive
Burton, MI  48519
810-742-2542

Clayton Township Police Department
2011 S. Morrish Road, Swartz Creek, MI  48473
810-635-3230

Clio City Police Department
505 W. Vienna Road, Clio, MI  48420
810-686-5010

Davison City Police Department
200 E. Flint, Davison, MI  48423
810-653-4196

Davison Township Police Department
1280 N. Irish Road, Davison, MI  48423
810-653-5656

Fenton City Police Department
311 S. Leroy, Fenton, MI  48430
810-629-5311

Fenton Township (Sheriff Substation)
810-257-3422
Flint City Police Department
210 E. Fifth Street, Flint, MI  48502
810-237-6800

King Avenue Mini Station
2610 M. L. King Avenue
Flint, MI  48505
810-766-8502

Durant-Tuuri Mott Mini Station
1430 W. Third Avenue
Flint, MI 48504
810-422-0117

Flint Eastside Mini Station
2210 N. Franklin
Flint, MI  48506
810-766-7304

Flint Westside Mini Station
2710 W. Court Street
Flint, MI  48503
810-766-7354

Flint Southside Mini Station
2615 Fenton
Flint, MI  48507
810-766-7344

Flint Southeast Mini Station
1932 Howard
Flint, MI  48506
810-239-9190

Flint Northend Mini Station
4535 M. L. King Avenue
Flint, MI  48504
810-787-3718

Flint Ballenger Mini Station
1210 N. Ballenger
Flint, MI  48504
810-766-7149

Flint Township Police Department
5200 Norko Drive, Flint, MI  48507
810-600-3250

Flushing City Police Department
725 E. Main Street, Flushing, MI  48433
810-659-3119

Flushing Township Police Department
6524 N. Seymour Rd, Flushing, MI  48433
810-659-0809

Gaines Township Police Department
9255 Grand Blanc Rd., Gaines, MI  48436
989-271-6039

Genesee Township Police Department
7244 N. Genesee Road, Genesee, MI  48437
810-732-9911
Grand Blanc City Police Department
203 E. Grand Blanc Road, Grand Blanc, MI  48439
810-694-1111

Grand Blanc Township Police Department
5405 S. Saginaw Street, Flint, MI  48507
810-424-2611

Linden City Police Department
132 E. Broad, Linden, MI  48451
810-735-5454

Montrose City Police Department
141 Parkway, Montrose, MI 48457
810-639-5400

Mt. Morris City Police Department
11649 N. Saginaw Street, Mt. Morris, MI  48458
810-686-4400

Mt. Morris Township Police Department
5447 Bicentennial Parkway, Mt. Morris, MI  48458
810-785-1311

Mundy Township Police Department
4029 W. Grand Blanc Rd, Swartz Creek, MI  48473
810-655-4646

Otisville Village Police Department
300 E. East, Otisville, MI  48463
810-631-6310

Richfield Township Police Department
5381 N. State Road, Davison, MI  48423
810-653-3565

Swartz Creek City Police Department
8100-A Civic Drive, Swartz Creek, MI  48473
810-635-4401

Vienna Township (Sheriff Substation)
810-686-8622
NATIONAL ORGANIZATIONS

Eldercare Locator
800-677-1116
www.eldercare.gov

Family Caregiver Alliance
785 Market Street, Suite 750
San Francisco, CA  94103
415-434-3388 or 800-445-8106
www.caregiver.org

National Center on Elder Abuse
c/o University of California - Irvine
Program in Geriatric Medicine
101 The City Drive South
200 Building
Orange, CA  92868
855-500-3537
www.ncea.aoa.gov

National Committee for the Prevention of Elder Abuse
1730 Rhode Island Avenue, NW, Suite 1200
Washington, D.C. 20036
202-464-9481
www.preventelderabuse.org

National Clearinghouse on Abuse in Later Life
307 S. Paterson St, Suite 1
Madison, WI  53703
608-255-0539
www.ncall.us

Clearinghouse on Abuse and Neglect of the Elderly
Center for Community Research and Service
University of Delaware
297 Graham Hall
Newark, DE  19716
302-831-6780
www.cane.udel.edu

Commission on Law and Aging
American Bar Association
740 15th Street, N.W.
Washington, DC 20005-1022
202-662-8690
www.americanbar.org/aging

National Center for Victims of Crime
2000 M Street, N.W., Suite 480
Washington, DC 20036
202-467-8700
www.victimsofcrime.org

The National Consumer Voice for Quality Long Term Care
1001 Connecticut Ave, NW, Suite 425
Washington, D.C.  20036
202-332-2275
www.theconsumervoice.org

National Guardianship Association
174 Crestview Drive
Bellefonte, PA  16823
877-326-5992
www.guardianship.org

Elder Financial Protection Network
550 Montgomery St, Suite 685
San Francisco, CA  94111
415-956-5556
www.bewiseonline.org

International Network for the Prevention of Elder Abuse
#2800 515 W. Hastings St.
Vancouver, Canada  V6B 5K3
778-782-5063
www.inpea.net