

Attorney General (AG) Update By Goal

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

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

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

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
k.	Review and revise the Attorney General web site to ensure its suitability for an aging population in accordance with GITA guidelines and resource availability.	AG			October 2010: Added a new function to the website allowing anyone to increase the font of most major pages on our website. Also added a publication request feature for brochures or pages that are not able to be increased or changed.

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

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

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

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments

f.	Use a combination of agency employees and volunteers/retirees to provide community education services on topics such as predatory lending, life care planning, id theft, etc.	AG, DPS	DPS CORE Unit, Highway Patrol, Coalition of DPS	Jul-05	<p>October 2010: Community Services was reformed as the Crime Fraud and Victim Resource Center. It currently has 59 Satellite Offices and 201 volunteers. There were a total of 335 crime prevention presentations by staff and volunteers in fiscal year 2010. AG also began the Senior Sleuths - a volunteer program that began in May 2009 and has received more than 100 applicants statewide.</p> <p>The Senior Sleuths help staff the AG satellite offices and AG information tables at events around the state. A group of the Senior Sleuths now answers phones calls several days a week at the Phoenix AG's office. They answer calls to the Elder Help Line, the ID Theft Line and the Crime Fraud & Victim Resource Center Line. Senior Sleuths have been trained to do presentations on Consumer Scams, Elder Abuse, ID Theft and other topics to senior community groups.</p>
h.	Publicize scams and frauds to increase senior awareness.	AG			<p>October 2010: The system expanded to social media by adding an Attorney General Twitter and Facebook page that alerts residents of late breaking scams. There were a total of 15 alerts in 2010.</p>
i.	Expand upon the use and development of culturally relevant and appropriate materials and outreach information for a diverse aging population.	AG			October 2010 : Services Ongoing
j.	Educate the aging population about its rights under the civil rights and consumer fraud laws, and enforcement processes of the AG's office through public awareness campaign, satellite offices, and partnerships with community groups, volunteers, and federal, state and local agencies.	AG			<p>October 2010: 15 Attorney General Senior Anti-Crime Universities were held throughout Arizona from September 2009 to September 2010. Approximately 700 older Arizonans attended classes on consumer fraud, identity theft, life care planning and health care directives, Medicare/Medicaid fraud, financial exploitation, elder abuse and neglect, investment fraud, personal safety, reverse mortgages, Internet safety and charitable giving.</p>

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

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

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

STRATEGIES		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
e.	Work to prevent the diverse aging population from becoming victims of civil rights violations, including age discrimination, consumer fraud scams and criminal activity.	AG			<p>October 2010: AG increased its outreach in several key discrimination areas like employment and housing discrimination by winning two Department of Justice Grants for outreach and prevention. These grants created a new series of publications on these areas that were distributed across the state and an ad campaign targeting the victims of discrimination.</p> <p>AG won two more rounds of the Consumer Fraud SEARS Grant and created a new brochure called "Smart Seniors Avoid Frauds and Scams" as well as two DVDs. One was a companion piece to the brochure and the other focused on elder abuse, neglect and financial exploitation. Lastly, we focused on a fraud but one that especially affects seniors and that is Charity Fraud. A new brochure and DVD were created and distributed.</p>
f.	Combat fraud and discrimination against the diverse aging population by investigating complaints, filing lawsuits, resolving claims and/or mediating using Attorney General staff and volunteers.	AG			<p>October 2010: The number of Satellite Offices around the state increased to 59. The AG also won a specialized Department of Justice Grant to combat the epidemic of foreclosure rescue scams that have hit everyone including seniors. This grant is currently paying for a specialized unit within the Consumer Division to aggressively ferret out and prosecute foreclosure rescue companies preying on home owners. The AG and the FTC also began a nationwide crackdown called "Operation Bottom Dollar" which focused on business opportunity schemes which often hit jobless Americans but also hit seniors who were hoping to supplement their incomes only to find their savings and retirement wiped out. The largest indictment was against BankCard Empire, which was a nationwide business but located in Phoenix.</p>
g.	Identify new fraud and discrimination issues that may have an adverse impact on the diverse aging population and evaluate whether the issues should be addressed through coordination with other state or federal agencies, regulatory or legislative change or litigation.	AG			<p>October 2010: AG upgraded its internal systems to help collect and analyze data and information. This has allowed us to catch several scams quicker and given us the ability to adapt quicker. Any future legislative updates to be added by the new Attorney General.</p>

h.	Advocate for victims' rights and publicize outcomes of civil and criminal cases.	AG			October 2010: AG increased its outreach of major cases through its new social media presence on Facebook, Myspace, Twitter and Tumblr blogging software.
i.	Monitor and provide legal input with respect to legislation and government agency policies and procedures involving civil rights and consumer fraud issues that may affect the aging population.	AG			October 2010: No changes

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

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

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

<u>STRATEGIES</u>		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
i.	Continue to develop, expand and publicize services offered to the general public through statewide satellite offices including use of trained volunteers.	AG			October 2010: There are currently 59 Satellite Offices and 201 volunteers working at them. They continue to offer general referral and complaint assistance to victims of crime. They are constantly stocked with crime prevention materials for the hours when our volunteers are not available.

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

<u>STRATEGIES</u>		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
o.	Help prevent fraudulent schemes and financial crimes committed against the elderly through public education, training and enforcement.	DPS, AG	A/Gs Office, DPS CORE Unit, DPS Criminal Investigations Division.	Sep-05	October 2010: TheftAz continues as a model partnership between DPS and AG. DPS provides AG with the currently reported stolen vehicle plate and VIN numbers. AG posts those results on an interactive web feature called THEFTAZ at http://theftaz.azag.gov

Key: **Participating State Agencies and Boards**

ABOR	Arizona Board of Regents	AHCCCS	Arizona Health Care Cost Containment System
ADC	Arizona Department of Corrections	AOT	Office of Tourism
ADHS	Arizona Department of Health Services	ASP	Arizona State Parks
ADOA	Arizona Department of Administration	Commerce	Arizona Department of Commerce
ADOH	Arizona Department of Housing	DES	Department of Economic Security
ADOT	Arizona Department of Transportation	DPS	Department of Public Safety
ADVS	Arizona Department of Veterans Services	GACA	Governor's Advisory Council on Aging
ASVH	Arizona State Veteran Home		Governor's Office
ASRS	Arizona State Retirement System		
AG	Arizona Attorney Generals Office		