

Tennessee State Coordinated Community Response (CCR)



What is the State CCR’s purpose and vision?

The Tennessee State Coordinated Community Response (State CCR) was formed in 2016 with support and funding from the Administration for Community Living (ACL). Its goal is to improve the investigation, response and delivery of protective services to older and vulnerable adults by Tennessee state agencies by developing innovative and efficient approaches to protect Tennesseans.

What does the State CCR do?

The State CCR, comprised of over 20 state agencies and nine regional representatives, meets monthly to address concerns regarding older and vulnerable adults that require specialized attention, support, and resources. The CCR functions in five teams to address the following gaps in the system:

- 1) Financial Exploitation and Fraud
- 2) Joint Investigations
- 3) Services
- 4) Safe and Affordable Housing
- 5) Healthcare

What are the benefits of the State CCR?

By facilitating coordination among various agencies, the State CCR enhances the efficient use of limited financial and social service resources. Moreover, it ensures that neglected and under-resourced challenges to safety receive a community-wide response to develop localized and statewide solutions. Ultimately, this approach enhances protection for older and vulnerable adults, safeguarding their well-being and promoting a responsive and collaborative support system.

What agencies are involved?

- ✓ Department of Disability & Aging
- ✓ Division of TennCare
- ✓ Office of the Attorney General
- ✓ Office of Criminal Justice Programs
- ✓ TN Administrative Office of the Courts
- ✓ TN Bureau of Investigation
- ✓ TN Dept of Commerce and Insurance
- ✓ TN Dept of Finance and Administration
- ✓ TN Dept of Financial Institutions
- ✓ TN Dept of Health
- ✓ TN Dept of Transportation
- ✓ TennCare
- ✓ TN Dept of Mental Health and Substance Abuse Services
- ✓ TN Dept of Human Services, Adult Protective Services and TN Technology Access Program
- ✓ TN District Attorneys General Conference
- ✓ TN Health Facilities Commission
- ✓ TN Housing and Development Agency
- ✓ TN Public Utility Commission
- ✓ TN State Library and Archives
- ✓ TN State University
- ✓ TN Dept of Veterans Services
- ✓ US Dept of Veterans Affairs



Why do we need a State CCR team?

One agency alone cannot solve the issues of older and vulnerable adult abuse and neglect. The system can be fragmented which leaves gaps in care and creates duplicative, inefficient processes. By holding members accountable, a CCR assists with the coordination and development of streamlined and responsive, not reactive, approaches to better protect older and vulnerable adults across Tennessee.

What has been the State CCR's impact?

The State CCR has:

- ✓ Created a Financial Abuse Specialized Team (FAST) toolkit to assist communities respond to financial abuse
- ✓ Utilized data from hospitals to better coordinate safe discharge planning for vulnerable populations
- ✓ Developed first responder cards to provide information on statutes related to abuse and neglect
- ✓ Prepared a Vulnerable Adult Protective Investigation Team (VAPIT) toolkit to assist DA's
- ✓ Collaborated alongside local communities regarding housing resources for greater understanding and enhanced utilization of services
- ✓ Provided a platform to communicate important cross-agency changes in policy and statutes

How can I learn more?

Learn more about Tennessee State Coordinated Community Response (State CCR) and their efforts at <https://www.tn.gov/humanservices/adults/adult-protective-services/state-coordinated-community-response--ccr-.html>.

Contact APS



Reach out to Adult Protective Services (APS) if you notice any signs of abuse:

- ✓ **If the situation concerns a life-threatening emergency, please call 911 immediately.**
- ✓ Call APS Hotline (Hours 24/7):
 - 1-888-APS-TENN (1-888-277-8366)
 - Tennessee Relay Services: TTY dial 711 or 1-800-848-0298
- ✓ Make a report online at <https://reportadultabuse.dhs.tn.gov>.

NOTE: The Department of Disability and Aging and the Tennessee Area Agencies on Aging and Disability may also be an avenue for help and resources. Contact them at 1-866-TENNOPT or 1-866-836-6678.



Adult Protective
Services

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