# 2017 SESSION

**ENROLLED** 

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# VIRGINIA ACTS OF ASSEMBLY - CHAPTER

2 An Act to amend and reenact §§ 63.2-100 and 63.2-1606 of the Code of Virginia, relating to adult 3 exploitation.

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## Approved

### Be it enacted by the General Assembly of Virginia:

#### 7 1. That §§ 63.2-100 and 63.2-1606 of the Code of Virginia are amended and reenacted as follows: 8 § 63.2-100. Definitions. 9

As used in this title, unless the context requires a different meaning:

"Abused or neglected child" means any child less than 18 years of age:

1. Whose parents or other person responsible for his care creates or inflicts, threatens to create or 11 inflict, or allows to be created or inflicted upon such child a physical or mental injury by other than 12 accidental means, or creates a substantial risk of death, disfigurement, or impairment of bodily or mental 13 functions, including, but not limited to, a child who is with his parent or other person responsible for his 14 15 care either (i) during the manufacture or attempted manufacture of a Schedule I or II controlled substance, or (ii) during the unlawful sale of such substance by that child's parents or other person 16 17 responsible for his care, where such manufacture, or attempted manufacture or unlawful sale would 18 constitute a felony violation of § 18.2-248;

19 2. Whose parents or other person responsible for his care neglects or refuses to provide care 20 necessary for his health. However, no child who in good faith is under treatment solely by spiritual 21 means through prayer in accordance with the tenets and practices of a recognized church or religious denomination shall for that reason alone be considered to be an abused or neglected child. Further, a 22 23 decision by parents who have legal authority for the child or, in the absence of parents with legal 24 authority for the child, any person with legal authority for the child, who refuses a particular medical 25 treatment for a child with a life-threatening condition shall not be deemed a refusal to provide necessary 26 care if (i) such decision is made jointly by the parents or other person with legal authority and the child; 27 (ii) the child has reached 14 years of age and is sufficiently mature to have an informed opinion on the 28 subject of his medical treatment; (iii) the parents or other person with legal authority and the child have 29 considered alternative treatment options; and (iv) the parents or other person with legal authority and the 30 child believe in good faith that such decision is in the child's best interest. Nothing in this subdivision 31 shall be construed to limit the provisions of § 16.1-278.4;

3. Whose parents or other person responsible for his care abandons such child;

33 4. Whose parents or other person responsible for his care commits or allows to be committed any act 34 of sexual exploitation or any sexual act upon a child in violation of the law;

35 5. Who is without parental care or guardianship caused by the unreasonable absence or the mental or physical incapacity of the child's parent, guardian, legal custodian or other person standing in loco 36 37 parentis;

38 6. Whose parents or other person responsible for his care creates a substantial risk of physical or 39 mental injury by knowingly leaving the child alone in the same dwelling, including an apartment as 40 defined in § 55-79.2, with a person to whom the child is not related by blood or marriage and who the 41 parent or other person responsible for his care knows has been convicted of an offense against a minor 42 for which registration is required as a violent sexual offender pursuant to § 9.1-902; or

43 7. Who has been identified as a victim of sex trafficking or severe forms of trafficking as defined in 44 the Trafficking Victims Protection Act of 2000, 22 U.S.C § 7102 et seq., and in the Justice for Victims 45 of Trafficking Act of 2015, 42 U.S.C. § 5101 et seq.

If a civil proceeding under this title is based solely on the parent having left the child at a hospital 46 or emergency medical services agency, it shall be an affirmative defense that such parent safely 47 delivered the child to a hospital that provides 24-hour emergency services or to an attended emergency 48 49 medical services agency that employs emergency medical services providers, within 14 days of the 50 child's birth. For purposes of terminating parental rights pursuant to § 16.1-283 and placement for adoption, the court may find such a child is a neglected child upon the ground of abandonment. 51

"Adoptive home" means any family home selected and approved by a parent, local board or a 52 53 licensed child-placing agency for the placement of a child with the intent of adoption.

54 "Adoptive placement" means arranging for the care of a child who is in the custody of a 55 child-placing agency in an approved home for the purpose of adoption.

56 "Adult abuse" means the willful infliction of physical pain, injury or mental anguish or unreasonable HB1945ER

[H 1945]

2 of 6

57 confinement of an adult *as defined in §* 63.2-1603.

58 "Adult day care center" means any facility that is either operated for profit or that desires licensure 59 and that provides supplementary care and protection during only a part of the day to four or more aged, 60 infirm or disabled adults who reside elsewhere, except (i) a facility or portion of a facility licensed by 61 the State Board of Health or the Department of Behavioral Health and Developmental Services, and (ii) 62 the home or residence of an individual who cares for only persons related to him by blood or marriage. Included in this definition are any two or more places, establishments or institutions owned, operated or 63 64 controlled by a single entity and providing such supplementary care and protection to a combined total 65 of four or more aged, infirm or disabled adults.

66 "Adult exploitation" means the illegal, unauthorized, improper, or fraudulent use of an incapacitated 67 adult as defined in § 63.2-1603 or his funds, property, benefits, resources, or other assets for another's 68 profit, benefit, or advantage, including a caregiver or person serving in a fiduciary capacity, or that deprives the adult of his rightful use of or access to such funds, property, benefits, resources, or other 69 assets. "Adult exploitation" includes (i) an intentional breach of a fiduciary obligation to an adult to his 70 71 detriment or an intentional failure to use the financial resources of an adult in a manner that results in 72 neglect of such adult; (ii) the acquisition, possession, or control of an adult's financial resources or 73 property through the use of undue influence, coercion, or duress; and (iii) forcing or coercing an adult 74 to pay for goods or services or perform services against his will for another's profit, benefit, or 75 advantage if the adult did not agree, or was tricked, misled, or defrauded into agreeing, to pay for such 76 goods or services or to perform such services.

"Adult foster care" means room and board, supervision, and special services to an adult who has a physical or mental condition. Adult foster care may be provided by a single provider for up to three adults.

80 "Adult neglect" means that an adult *as defined in § 63.2-1603* is living under such circumstances that
he is not able to provide for himself or is not being provided services necessary to maintain his physical
and mental health and that the failure to receive such necessary services impairs or threatens to impair
his well-being. However, no adult shall be considered neglected solely on the basis that such adult is
receiving religious nonmedical treatment or religious nonmedical nursing care in lieu of medical care,
provided that such treatment or care is performed in good faith and in accordance with the religious
practices of the adult and there is a written or oral expression of consent by that adult.

87 "Adult protective services" means services provided by the local department that are necessary to protect an adult *as defined in § 63.2-1603* from abuse, neglect or exploitation.

89 "Assisted living care" means a level of service provided by an assisted living facility for adults who
90 may have physical or mental impairments and require at least a moderate level of assistance with
91 activities of daily living.

92 "Assisted living facility" means any congregate residential setting that provides or coordinates 93 personal and health care services, 24-hour supervision, and assistance (scheduled and unscheduled) for 94 the maintenance or care of four or more adults who are aged, infirm or disabled and who are cared for in a primarily residential setting, except (i) a facility or portion of a facility licensed by the State Board 95 of Health or the Department of Behavioral Health and Developmental Services, but including any 96 97 portion of such facility not so licensed; (ii) the home or residence of an individual who cares for or maintains only persons related to him by blood or marriage; (iii) a facility or portion of a facility serving infirm or disabled persons between the ages of 18 and 21, or 22 if enrolled in an educational 98 99 100 program for the handicapped pursuant to § 22.1-214, when such facility is licensed by the Department as a children's residential facility under Chapter 17 (§ 63.2-1700 et seq.), but including any portion of the 101 102 facility not so licensed; and (iv) any housing project for persons 62 years of age or older or the disabled that provides no more than basic coordination of care services and is funded by the U.S. Department of 103 104 Housing and Urban Development, by the U.S. Department of Agriculture, or by the Virginia Housing 105 Development Authority. Included in this definition are any two or more places, establishments or 106 institutions owned or operated by a single entity and providing maintenance or care to a combined total 107 of four or more aged, infirm or disabled adults. Maintenance or care means the protection, general 108 supervision and oversight of the physical and mental well-being of an aged, infirm or disabled 109 individual.

"Auxiliary grants" means cash payments made to certain aged, blind or disabled individuals who
receive benefits under Title XVI of the Social Security Act, as amended, or would be eligible to receive
these benefits except for excess income.

**113** "Birth family" or "birth sibling" means the child's biological family or biological sibling.

114 "Birth parent" means the child's biological parent and, for purposes of adoptive placement, means 115 parent(s) by previous adoption.

**116** "Board" means the State Board of Social Services.

117 "Child" means any natural person under 18 years of age.

118 "Child day center" means a child day program offered to (i) two or more children under the age of 119 13 in a facility that is not the residence of the provider or of any of the children in care or (ii) 13 or 120 more children at any location.

121 "Child day program" means a regularly operating service arrangement for children where, during the 122 absence of a parent or guardian, a person or organization has agreed to assume responsibility for the 123 supervision, protection, and well-being of a child under the age of 13 for less than a 24-hour period.

124 "Child-placing agency" means any person who places children in foster homes, adoptive homes or 125 independent living arrangements pursuant to § 63.2-1819 or a local board that places children in foster 126 homes or adoptive homes pursuant to §§ 63.2-900, 63.2-903, and 63.2-1221. Officers, employees, or 127 agents of the Commonwealth, or any locality acting within the scope of their authority as such, who 128 serve as or maintain a child-placing agency, shall not be required to be licensed.

129 "Child-protective services" means the identification, receipt and immediate response to complaints and reports of alleged child abuse or neglect for children under 18 years of age. It also includes 130 131 assessment, and arranging for and providing necessary protective and rehabilitative services for a child 132 and his family when the child has been found to have been abused or neglected or is at risk of being 133 abused or neglected.

134 "Child support services" means any civil, criminal or administrative action taken by the Division of 135 Child Support Enforcement to locate parents; establish paternity; and establish, modify, enforce, or 136 collect child support, or child and spousal support.

137 "Child-welfare agency" means a child day center, child-placing agency, children's residential facility, 138 family day home, family day system, or independent foster home.

139 "Children's residential facility" means any facility, child-caring institution, or group home that is **140** maintained for the purpose of receiving children separated from their parents or guardians for full-time 141 care, maintenance, protection and guidance, or for the purpose of providing independent living services 142 to persons between 18 and 21 years of age who are in the process of transitioning out of foster care. 143 Children's residential facility shall not include:

144 1. A licensed or accredited educational institution whose pupils, in the ordinary course of events, 145 return annually to the homes of their parents or guardians for not less than two months of summer 146 vacation; 147

2. An establishment required to be licensed as a summer camp by § 35.1-18; and

148 3. A licensed or accredited hospital legally maintained as such.

149 "Commissioner" means the Commissioner of the Department, his designee or authorized representative. 150 151

"Department" means the State Department of Social Services.

152 "Department of Health and Human Services" means the Department of Health and Human Services 153 of the United States government or any department or agency thereof that may hereafter be designated 154 as the agency to administer the Social Security Act, as amended.

155 "Disposable income" means that part of the income due and payable of any individual remaining 156 after the deduction of any amount required by law to be withheld.

157 "Energy assistance" means benefits to assist low-income households with their home heating and 158 cooling needs, including, but not limited to, purchase of materials or substances used for home heating, 159 repair or replacement of heating equipment, emergency intervention in no-heat situations, purchase or 160 repair of cooling equipment, and payment of electric bills to operate cooling equipment, in accordance 161 with § 63.2-805, or provided under the Virginia Energy Assistance Program established pursuant to the 162 Low-Income Home Energy Assistance Act of 1981 (Title XXVI of Public Law 97-35), as amended.

"Family day home" means a child day program offered in the residence of the provider or the home 163 164 of any of the children in care for one through 12 children under the age of 13, exclusive of the provider's own children and any children who reside in the home, when at least one child receives care 165 for compensation. The provider of a licensed or registered family day home shall disclose to the parents 166 167 or guardians of children in their care the percentage of time per week that persons other than the 168 provider will care for the children. Family day homes serving five through 12 children, exclusive of the 169 provider's own children and any children who reside in the home, shall be licensed. However, no family 170 day home shall care for more than four children under the age of two, including the provider's own 171 children and any children who reside in the home, unless the family day home is licensed or voluntarily 172 registered. However, a family day home where the children in care are all related to the provider by 173 blood or marriage shall not be required to be licensed.

174 "Family day system" means any person who approves family day homes as members of its system; 175 who refers children to available family day homes in that system; and who, through contractual 176 arrangement, may provide central administrative functions including, but not limited to, training of 177 operators of member homes; technical assistance and consultation to operators of member homes; inspection, supervision, monitoring, and evaluation of member homes; and referral of children to 178

HB1945ER

4 of 6

179 available health and social services.

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180 "Foster care placement" means placement of a child through (i) an agreement between the parents or guardians and the local board where legal custody remains with the parents or guardians or (ii) an 181 182 entrustment or commitment of the child to the local board or licensed child-placing agency.

183 "Foster home" means the place of residence of any natural person in which any child, other than a 184 child by birth or adoption of such person, resides as a member of the household.

"General relief" means money payments and other forms of relief made to those persons mentioned 185 in § 63.2-802 in accordance with the regulations of the Board and reimbursable in accordance with 186 187 § 63.2-401.

188 "Independent foster home" means a private family home in which any child, other than a child by 189 birth or adoption of such person, resides as a member of the household and has been placed therein 190 independently of a child-placing agency except (i) a home in which are received only children related by birth or adoption of the person who maintains such home and children of personal friends of such person and (ii) a home in which is received a child or children committed under the provisions of 191 192 193 subdivision A 4 of § 16.1-278.2, subdivision 6 of § 16.1-278.4, or subdivision A 13 of § 16.1-278.8.

"Independent living" means a planned program of services designed to assist a child age 16 and over and persons who are former foster care children between the ages of 18 and 21 in transitioning to 194 195 196 self-sufficiency.

197 "Independent living arrangement" means placement of a child at least 16 years of age who is in the 198 custody of a local board or licensed child-placing agency and has been placed by the local board or 199 licensed child-placing agency in a living arrangement in which he does not have daily substitute parental 200 supervision.

201 "Independent living services" means services and activities provided to a child in foster care 14 years 202 of age or older who was committed or entrusted to a local board of social services, child welfare agency, or private child-placing agency. "Independent living services" may also mean services and activities provided to a person who (i) was in foster care on his 18th birthday and has not yet reached 203 204 the age of 21 years or (ii) is at least 18 years of age but who has not yet reached 21 years of age and 205 who, immediately prior to his commitment to the Department of Juvenile Justice, was in the custody of 206 207 a local board of social services. Such services shall include counseling, education, housing, employment, 208 and money management skills development, access to essential documents, and other appropriate 209 services to help children or persons prepare for self-sufficiency.

"Independent physician" means a physician who is chosen by the resident of the assisted living 210 facility and who has no financial interest in the assisted living facility, directly or indirectly, as an 211 212 owner, officer, or employee or as an independent contractor with the residence.

213 "Intercountry placement" means the arrangement for the care of a child in an adoptive home or foster 214 care placement into or out of the Commonwealth by a licensed child-placing agency, court, or other 215 entity authorized to make such placements in accordance with the laws of the foreign country under 216 which it operates.

"Interstate placement" means the arrangement for the care of a child in an adoptive home, foster care 217 218 placement or in the home of the child's parent or with a relative or nonagency guardian, into or out of 219 the Commonwealth, by a child-placing agency or court when the full legal right of the child's parent or 220 nonagency guardian to plan for the child has been voluntarily terminated or limited or severed by the 221 action of any court. 222

"Kinship care" means the full-time care, nurturing, and protection of children by relatives.

"Local board" means the local board of social services representing one or more counties or cities.

224 "Local department" means the local department of social services of any county or city in this 225 Commonwealth.

226 "Local director" means the director or his designated representative of the local department of the 227 city or county.

228 'Merit system plan" means those regulations adopted by the Board in the development and operation 229 of a system of personnel administration meeting requirements of the federal Office of Personnel 230 Management.

231 "Parental placement" means locating or effecting the placement of a child or the placing of a child in 232 a family home by the child's parent or legal guardian for the purpose of foster care or adoption.

233 "Public assistance" means Temporary Assistance for Needy Families (TANF); auxiliary grants to the 234 aged, blind and disabled; medical assistance; energy assistance; food stamps; employment services; child 235 care; and general relief.

236 "Qualified assessor" means an entity contracting with the Department of Medical Assistance Services 237 to perform nursing facility pre-admission screening or to complete the uniform assessment instrument for 238 a home and community-based waiver program, including an independent physician contracting with the Department of Medical Assistance Services to complete the uniform assessment instrument for residents 239

240 of assisted living facilities, or any hospital that has contracted with the Department of Medical 241 Assistance Services to perform nursing facility pre-admission screenings.

242 "Registered family day home" means any family day home that has met the standards for voluntary 243 registration for such homes pursuant to regulations adopted by the Board and that has obtained a 244 certificate of registration from the Commissioner.

245 "Residential living care" means a level of service provided by an assisted living facility for adults 246 who may have physical or mental impairments and require only minimal assistance with the activities of 247 daily living. The definition of "residential living care" includes the services provided by independent 248 living facilities that voluntarily become licensed.

"Sibling" means each of two or more children having one or more parents in common. 249

250 "Social services" means foster care, adoption, adoption assistance, child-protective services, domestic 251 violence services, or any other services program implemented in accordance with regulations adopted by 252 the Board. Social services also includes adult services pursuant to Article 4 (§ 51.5-144 et seq.) of Chapter 14 of Title 51.5 and adult protective services pursuant to Article 5 (§ 51.5-148) of Chapter 14 253 254 of Title 51.5 provided by local departments of social services in accordance with regulations and under 255 the supervision of the Commissioner for Aging and Rehabilitative Services.

256 "Special order" means an order imposing an administrative sanction issued to any party licensed 257 pursuant to this title by the Commissioner that has a stated duration of not more than 12 months. A 258 special order shall be considered a case decision as defined in § 2.2-4001.

259 "Temporary Assistance for Needy Families" or "TANF" means the program administered by the 260 Department through which a relative can receive monthly cash assistance for the support of his eligible 261 children.

"Temporary Assistance for Needy Families-Unemployed Parent" or "TANF-UP" means the 262 Temporary Assistance for Needy Families program for families in which both natural or adoptive 263 parents of a child reside in the home and neither parent is exempt from the Virginia Initiative for 264 265 Employment Not Welfare (VIEW) participation under § 63.2-609.

266 'Title IV-E Foster Care" means a federal program authorized under §§ 472 and 473 of the Social 267 Security Act, as amended, and administered by the Department through which foster care is provided on 268 behalf of qualifying children. 269

# § 63.2-1606. Protection of aged or incapacitated adults; mandated and voluntary reporting.

270 A. Matters giving reason to suspect the abuse, neglect or exploitation of adults shall be reported 271 immediately upon the reporting person's determination that there is such reason to suspect. Medical 272 facilities inspectors of the Department of Health are exempt from reporting suspected abuse immediately 273 while conducting federal inspection surveys in accordance with § 1864 of Title XVIII and Title XIX of 274 the Social Security Act, as amended, of certified nursing facilities as defined in § 32.1-123. Reports shall 275 be made to the local department or the adult protective services hotline in accordance with requirements 276 of this section by the following persons acting in their professional capacity:

277 1. Any person licensed, certified, or registered by health regulatory boards listed in § 54.1-2503, with 278 the exception of persons licensed by the Board of Veterinary Medicine; 279

2. Any mental health services provider as defined in § 54.1-2400.1;

280 3. Any emergency medical services provider certified by the Board of Health pursuant to 281 § 32.1-111.5, unless such provider immediately reports the suspected abuse, neglect or exploitation 282 directly to the attending physician at the hospital to which the adult is transported, who shall make such 283 report forthwith;

4. Any guardian or conservator of an adult;

285 5. Any person employed by or contracted with a public or private agency or facility and working 286 with adults in an administrative, supportive or direct care capacity;

287 6. Any person providing full, intermittent or occasional care to an adult for compensation, including, 288 but not limited to, companion, chore, homemaker, and personal care workers; and 289

7. Any law-enforcement officer.

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290 B. The report shall be made in accordance with subsection A to the local department of the county 291 or city wherein the adult resides or wherein the adult abuse, neglect or exploitation is believed to have 292 occurred or to the adult protective services hotline. Nothing in this section shall be construed to 293 eliminate or supersede any other obligation to report as required by law. If a person required to report 294 under this section receives information regarding abuse, neglect or exploitation while providing 295 professional services in a hospital, nursing facility or similar institution, then he may, in lieu of 296 reporting, notify the person in charge of the institution or his designee, who shall report such 297 information, in accordance with the institution's policies and procedures for reporting such matters, 298 immediately upon his determination that there is reason to suspect abuse, neglect or exploitation. Any 299 person required to make the report or notification required by this subsection shall do so either orally or 300 in writing and shall disclose all information that is the basis for the suspicion of adult abuse, neglect or

301 exploitation. Upon request, any person required to make the report shall make available to the adult protective services worker and the local department investigating the reported case of adult abuse, 302 303 neglect or exploitation any information, records or reports which document the basis for the report. All 304 persons required to report suspected adult abuse, neglect or exploitation shall cooperate with the 305 investigating adult protective services worker of a local department and shall make information, records 306 and reports which are relevant to the investigation available to such worker to the extent permitted by 307 state and federal law. Criminal investigative reports received from law-enforcement agencies shall not be 308 further disseminated by the investigating agency nor shall they be subject to public disclosure; such 309 reports may, however, be disclosed to the Adult Fatality Review Team as provided in § 32.1-283.5 or to 310 a local or regional adult fatality review team as provided in § 32.1-283.6 and, if reviewed by the Team or a local or regional adult fatality review team, shall be subject to applicable confidentiality 311 312 requirements of the Team or a local or regional adult fatality review team.

313 C. Any financial institution staff who suspects that an adult has been exploited financially may report 314 such suspected exploitation to the local department of the county or city wherein the adult resides or 315 wherein the exploitation is believed to have occurred or to the adult protective services hotline. For 316 purposes of this section, "financial institution staff" means any employee, *agent, qualified individual, or 317 representative* of a bank, *trust company*, savings institution, *loan association, consumer finance 318 company*, credit union, *investment company, investment advisor*, securities firm, accounting firm, or 319 insurance company.

D. Any person other than those specified in subsection A who suspects that an adult is an abused,
 neglected or exploited adult may report the matter to the local department of the county or city wherein
 the adult resides or wherein the abuse, neglect or exploitation is believed to have occurred or to the
 adult protective services hotline.

E. Any person who makes a report or provides records or information pursuant to subsection A, C, or D, or who testifies in any judicial proceeding arising from such report, records or information, or who takes or causes to be taken with the adult's or the adult's legal representative's informed consent photographs, video recordings, or appropriate medical imaging of the adult who is subject of a report shall be immune from any civil or criminal liability on account of such report, records, information, photographs, video recordings, appropriate medical imaging or testimony, unless such person acted in bad faith or with a malicious purpose.

F. An employer of a mandated reporter shall not prohibit a mandated reporter from reporting directly
 to the local department or to the adult protective services hotline. Employers whose employees are
 mandated reporters shall notify employees upon hiring of the requirement to report.

G. Any person 14 years of age or older who makes or causes to be made a report of adult abuse,
 neglect, or exploitation that he knows to be false shall be guilty of a Class 4 misdemeanor. Any
 subsequent conviction of this provision shall be a Class 2 misdemeanor.

337 H. Any person who fails to make a required report or notification pursuant to subsection A shall be 338 subject to a civil penalty of not more than \$500 for the first failure and not less than \$100 nor more 339 than \$1,000 for any subsequent failures. Civil penalties under subdivision A 7 shall be determined by a 340 court of competent jurisdiction, in its discretion. All other civil penalties under this section shall be 341 determined by the Commissioner for Aging and Rehabilitative Services or his designee. The 342 Commissioner for Aging and Rehabilitative Services shall establish by regulation a process for imposing 343 and collecting civil penalties, and a process for appeal of the imposition of such penalty pursuant to 344 § 2.2-4026 of the Administrative Process Act.

I. Any mandated reporter who has reasonable cause to suspect that an adult died as a result of abuse
or neglect shall immediately report such suspicion to the appropriate medical examiner and to the
appropriate law-enforcement agency, notwithstanding the existence of a death certificate signed by a
licensed physician. The medical examiner and the law-enforcement agency shall receive the report and
determine if an investigation is warranted. The medical examiner may order an autopsy. If an autopsy is
conducted, the medical examiner shall report the findings to law enforcement, as appropriate, and to the
local department or to the adult protective services hotline.

J. No person or entity shall be obligated to report any matter if the person or entity has actual
 knowledge that the same matter has already been reported to the local department or to the adult
 protective services hotline.

355 K. All law-enforcement departments and other state and local departments, agencies, authorities and
 356 institutions shall cooperate with each adult protective services worker of a local department in the
 357 detection, investigation and prevention of adult abuse, neglect and exploitation.