

**MCEAP
Meeting Notes
September 1, 2016**

Attendees: Lynne Caswell, Maine Office of Aging and Disability Services; Patrick Hood, Maine State Police, Jaye Martin, Kevin Cuddy and Jill Randall Legal Services for the Elderly; Michelle Mason Webber, State Fire Marshal's Office; Nicole Fish, Long Term Care Ombudsman Program; Cara Courchesne, Maine Coalition Against Sexual Assault; Joel Merry; Danyel Albert, Family Crisis Services; Rebecca Hobbs; Brianne McNally; Bonnie Small, Allison Howe; Elizabeth Ward Saxl, Maine Coalition Against Sexual Assault (phone); Jane Margesson, AARP-Maine (phone); Judith Shaw, Maine Office of Securities (phone); Mary Gaines (phone); Nate Miller, SeniorsPlus (phone); Meg London (phone); Heidi Potter, Recon Surveillance Group (phone)

Minutes of the July 8, 2016 meeting were approved.

New Business/Updates (Lynne Caswell)

- The Executive Committee will propose a nomination slate at the January meeting for chair and co-chair position and if anyone has any interest please let Lynne know.
- The committees are always open to new members if someone has a particular interest. There is a standing committee on education & awareness and working groups for multijurisdictional, financial exploitation, and mandated reporter.
- A summary of the strategic planning document was circulated. At a future meeting we need to identify projects we wish to work on in the future, in accordance with the strategic plan.
- At past Council meetings we have had guest speakers present on issues of interest to the membership. Some guests have included DAs, home health care workers, law enforcement. At a future meeting the Council will be asked to proposed guests for future meetings to ensure meetings are beneficial to members
- Sheryl Nadell from APS has been invited to speak at the November meeting about a recent APS report that has collected data from the last five years.
- The APS report can be found on the DHHS website through the OADS tab. Lynne will send out the link.

Committee Updates

Education & Awareness Committee (Jill Randall):

- The Committee report was circulated previously and it follows the Committee's work plan for 2016.
- The next meeting is September 8, 2016 and although they have begun to brainstorm topics for the 2017 Summit, the Committee is primarily focused on the 2016 Roundtable Event. The Roundtable is scheduled for October 27, 2016 at USM in Lewiston and is an

informal sharing of local best practices to prevent elder abuse. A Save the Date has been circulated previously. A planning subcommittee meeting is scheduled for next week.

- The Committee is also working on topics for the 2017 Summit. Please let Jill or Cara Courchesne know if anyone has ideas for sessions that would be of interest.

Multijurisdictional Scams Working Group (Judy Shaw):

- The group created an information card that law enforcement can carry with them and leave behind. The cards are distributed through various venues, including conferences. The card tried to capture the most common scams and includes contact information for help. AARP generously helped to generate the cards and a majority has been distributed already.
- The next project is to meet with various money transfer companies, such as Western Union, Walmart, and Hannaford to learn what procedures may be in place to slow down or hinder the transfer of funds to scam artists. The group would like to launch a limited pilot project with law enforcement and Mark Waltz, co-chair of the group, has indicated that Brunswick PD may be interested.

Financial Exploitation Working Group (Judy Shaw):

- The group's major project is Senior\$afe, which is a training for bank and credit union employees. The most recent training was in Presque Isle in Aroostook County. A large number of financial institution employees had previously travelled to attend other trainings. A representative from Senator Collins' office was present and was impressed at the training. Senior\$afe has trained over 450 bank and credit union employees.
- Judy shared some stats from her office regarding Senior\$afe referrals: 60 referrals from banks and credit unions (not including direct referrals from law enforcement and APS). Some of those referrals were referrals to community based resources or APS. Twenty referrals were retained internally with Judy's office and were more consultations with employees in situations in which the customer had not yet sent money out.
- The group will prepare a white paper regarding the success of the program. Other states have taken a lot of interest. The North American Securities Administrators Association has branded the materials with no substantial changes. All the states have the materials and in October there will be an all-day training of brokers and investment advisors by the Office of Securities.
- Recently Judy received a request from the Maine Credit Union League for a Senior\$afe training in Auburn for October 14.
- Judy mentioned that she has hired Philip DeCicco as the OOS Investor Education Coordinator. He will be representing OOS at future meetings.

Mandated Reporter Working Group (Jaye Martin):

- Jaye co-chairs the group with Elizabeth Ward Saxl.
- Jaye provided the history of the group: while hearing from professionals who work in the field of elder abuse at Council meetings someone mentioned that we could look at the list of mandated reporters to determine who is working with victims. The group was formed

to be supportive of the professions by improving training. APS will prepare materials regarding a profession's legal duty to report and the Council will prepare wrap around materials for situations in which there may not be a legal duty to report but community resources are available to assist the senior.

- LSE received a grant and has hired Betty Balderston (currently the SMP Statewide Coordinator) to fill a newly created position to support the mandated reporter training work. Betty's new position is Elder Abuse Prevention Advocate and she will continue in that role until her retirement in September, 2017. Betty will also be working on outreach for the Council, including assisting with the speaker's bureau.
- The next meeting is September 23 and if anyone is interested in attending they should contact Jaye.
- It was mentioned that long term care facilities need to add language in their training about social media. Sending demeaning photos is a violation and needs to be reported. LTCOP is a key agency on the mandated reporter group. LTCOP has recently sent 337 training folders to facilities.

Community Best Practices

- Jane Margesson from AARP announced that the final two shredding events are coming up soon. One will be on 9/24 in Auburn and the other in Windham on 10/1. Lynne mentioned that she attended the Scam Jam that was held recently in Belfast and she found the information helpful. Jane explained that the Scam Jams are geared towards elders and that many professionals attended—including LSE, law enforcement, many state agencies including the Bureau of Consumer Credit Protection and the AG's Office. Jane explained that the Waldo County Triad did a wonderful job with the event. AARP is planning a Scam Jam in Portland next year. Jane reported that they are having train the trainer events in Brunswick/Topsham and Bangor involving the fire marshal and local fire departments. The trainings will focus on scam awareness, fall prevention, and fire safety.
- Heidi mentioned that on the Council website under the Get Involved tab the link to the National Center on Elder Abuse isn't working.
- The MCOA Summit is scheduled for September 21 at the Augusta Civic Center. The John T. Gorman Foundation generously donated an exhibitor table for the Council which Pat will staff in the morning and Kevin will staff in the afternoon.
- Lynne explained about the FAST team (Financial Abuse Specialist Team) which is a group of professionals who consult with one another to provide technical support on difficult cases. At the last meeting they began working on real cases. APS is working on a brochure. The FAST provides technical advice to experts, it is not meant to replace or change the way abuse or suspected abuse is reported currently.
- Family Crisis Services received a grant to provide training to law enforcement on the issue of elder abuse and also funding to provide services to victims. Family Crisis Services is located in Cumberland County and has formed a coordinated community

response. Partners include SMAAA, law enforcement, and the DA. Other training partners include health care workers, the faith based community, sexual assault advocates. They would like to get the word out to more people about their services.

- Jaye discussed a pilot project between LSE and Bangor Savings Bank. They were hearing from financial institution employees that Senior\$afe was wonderful but that there are situations when they are concerned for a senior but it isn't really something that needs to be reported. For those situations the bank will offer the customer a free legal check up by an attorney from LSE. They hope to expand the program to other financial institutions.

Follow Up:

- Lynne will send out the full strategic planning document and committee description information
- Lynne will send a link to the APS report