

## Meeting Notes September 4<sup>th</sup>, 2020

**Attendees:** Patrick Hood-ME State Police, Judith Shaw- ME Office of Securities, Jill Randall-LSE, Jaye Martin- LSE, Jane Margesson- AARP- Maine, Nicole Marchesi- Long- Term Care Ombudsman, Chris Wolff- Elder Abuse Institute of Maine, Erin Salvo- DHHS- Adult Protective Services, Jennifer Sheaff- EAAA, Joel Merry- Sherriff Department, Katie Kondrat-MECASA, Kimberly Snow- Muskie, Lauren Bustard- Maine State Housing, Ellen Parent- Maine Credit Union League, Polly Campbell- Forensic Nurse, Clinical Director Program at UNE- Andrew McCormack- United States assistant attorney, Nichole Bilodeau- Maine Bureau of Financial Institutions, Eric Selzer- retired private attorney, Stephanie Ham- ME Office of Securities

### Welcome/New Members (Judith Shaw)

No new members noted.

### Committee Reports:

#### Education and Awareness Committee (Jill Randall):

Upcoming Roundtable event scheduled for November 5<sup>th</sup> via zoom this year. Panelist for event will comment on Elder Abuse during Covid crisis, working with Dr. Nirav Shah office to provide opening remarks.

#### Mandated Reporter Work Group (Jaye Martin & Erin Salvo):

The work group has been in a holding pattern. Reports the ultimate goal is making the training mandated for mandatory reporters which it is not at this time. The PowerPoint training has been created and generates a certificate once completed.

#### Essay Contest Work Group (Jill Randall):

Jill reports the contest received 92 submissions this year which is up from last year, every county submitted. The essay winner was a student from Lincoln county. The winner essay was published in two papers along with a zoom call to honor the winner.

### Community Partner Updates:

- Andrew McCormack notes COVID related group identifying fraud for example unemployment fraud. Reports a lot of abuse on elders related to money mule activity laundering. Elders have no idea what is going on when this is happening. For example, romance scam. Reports these cases are hard to prosecute due to it being foreign activity.
- Nichole Bilodeau notes Maine Bureau of Financial Institutions has been seeing a lot of fraud pertaining to unemployment. Banks have not been making a lot of reports due to drive thru access only.
- Chris Wolff notes Elder Abuse Institute of Maine continues to work remotely with clients. Reports working on pilot tablet program.
- Jane Margesson notes AARP delivering presentations to long-term care settings. No public events being held such as shredding.

- Jaye Martin notes LSE has seen a trend of call volume going down. Reports 23 percent of calls have been emergent. 60 percent of calls now are eviction and abuse in the home. Reports heightened reports of physical abuse.
- Jennifer Sheaff notes EAAA closed to in-person visits but still continuing to work with consumers. The family care giver programs received care act funding which removed the waitlist for the program. 40 new ppl have been added for respite. Meals on wheels to help reduce food insecurity created partnership with care act funding to serve more people.
- Jill Randell notes LSE started working remotely on March 16<sup>th</sup>. Reports LSE has two call centers- LSE helpline and Medicare Part D. LSE had to work on getting those up in running remotely. LSE is providing the same services just in different locations. Reports at first call volume was down, now experiencing an increase in calling. Calls about protection from abuse orders, help with end of life documents and consumer debt issues.
- Joel Merry notes the sheriff department has seen an uptick in calls for welfare checks on seniors. Reports the sheriff departments in the state had to help out with meals on wheels program.
- Katie Kondrat notes MECASA calls for domestic violence went down but now numbers have gone back up. Reports concerns around isolation with young children and elders for reasons such as children not being in schools and no access to resources.
- Kimberly Snow notes Muskie school of research works on APS data regarding financial exploitation and just completed healthcare cost associated with elder abuse.
- Lauren Bustard notes Maine State Housing is adjusting to 80 percent of staff telecommuting. Reports rental assistance and assisting homeless population due to loss of income received care act funding for this. Reports cdc new rule protecting individuals from being evicted due to non-payment of rent. Reports section 8 consumers can use rental assistance due to income loss. Reports hotel funding provided to homeless population to properly social distance when testing positive to isolate safety. Reports seeing elder population increase in homeless population concerned the last year or two.
- Ellen Parent notes Maine Credit Union League has 175 employees and almost all are working from home.
- Nicole Marchesi notes The Maine Long-Term Care Ombudsman Program (LTCOP) is working remotely but this has not changed the work of the program. Intake lines still open, Regional Ombudsman are still working cases via phone. Staff are holding resident and family council meetings via zoom. Post cards and letters have been sent to residents and family members to inform them of LTCOP services.

Please note additional information of meeting sent to members on 9/4/20 via e-mail titled post meeting round-up.

**Next Meeting: December 4<sup>th</sup>, 2020**