



## Meeting Notes

September 3, 2021

**Attendees:** Patrick Hood-ME State Police, Jill Randall-LSE, Jane Margesson- AARP- Maine, Nicole Marchesi- Long-Term Care Ombudsman, Jami Aleksiev- EAAA, Nichole Bilodeau- Maine Bureau of Financial Institutions, Eric Selzer- retired private attorney, Stephanie Ham- ME Office of Securities, Kimberly Snow- Researcher at Muskie School, Megan Nizza- EAIME, Linda Bridges-, Deb Whalen- Maine State Credit Union and Robert Caverly- League

Meeting notes approved for 6/4/2021. Eric Selzer motion to approve minutes, Jill Randall seconded this motion.

### **.Presentation:**

***Megan Nizza- EAIME***

Elder Service Connection Program- works in partnership with APS

Roots of why the program started:

Elder Abuse is very complex involves multiple interactions.

A group of individuals wanted to come together to figure out some interventions for those that are experiencing elder abuse.

The study is a research intervention using the advocacy model to see if there was a way to provide support to APS cases and to see if some outcomes may be a little different. Came up with this advocate model started as a research project in the state of Maine and APS was open to see what interventions models may work. The program began in July 2019 and started accepting clients. The research conducted was to see if this model helped supporting clients coming through APS.

The advocates use different tools to be person centered and client centered- looking at goals of each individual instead of systems.

APS will receive in an intake from about a concerned individual and will open an investigation.

APS will ask the client if they would like to have an advocate assigned, this is voluntary and at any time can stop working with the advocate.

To qualify for services:

60 years or older

At risk of experiencing abuse

The advocate can work with client past the APS investigation which is typically 30 days. No time limits on working with the client which allows the advocate to be client centered. No mandates on what we must do. Able to address goals, needs and wants of the clients but also the systems around the client. Able to work with individual and individuals supports in the community.

July of 2021 ended the research project and became state funded. Increase to all counties in the state of Maine- hired more advocates with a larger advocate team. Learning what all the needs in the community are. Excited about this expansion and to learn more. Maine is at the for front of being person centered around Elder Abuse. Important for clients to know the services are voluntary not with the state and the services they offer are completely confidential and not shared with APS.

Working remotely will go into the community or facility on a case-by-case basis.

Advocates are trained in clinical or direct client based and background with working with older adults.

The program is growing and trying to build partnership in all 16 counties, right now in a good place where the advocate can be client centered. May see a need for expanding advocates right now in an exploratory phase of what is in each county and the case structure- once that data is gathered hopefully be able to advocate for more direct service providers.

### **Overview of Committees and Work Groups:**

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

Focused on roundtable virtual event planned for November 4<sup>th</sup>. Opening registration late this month. Maine credit union league providing tech support for the event. No fee to join this event. Half day and informal for professionals working in the field around preventing and working with elder abuse.

#### Mandated Reporter Work Group (Nicole Marches):

No updates.

#### Financial Exploitation Work Group

No representations on the call to provide an update.

#### Multijurisdictional Scams Work Group (Pat Hood):

Identifying ways to combat that unknown perpetrator for scams.

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

Virtual award ceremony- winner read their essay and published in the Portland Press Herald. Entries for essay were down this year thinking because of students learning remotely.

Prizes awarded but still short \$200 dollars for winners- if anyone can help with funding reach out to Jill Randall. Deb Whelan from Maine State Credit Union will cover the cost.

Council members in support of continuing this sponsorship.

#### **Community Updates:**

##### Jane Margesson- AARP

Still in a virtual space- getting request for shredding events which typically hold 8 to 10 a year, not hosting public events currently. Still continuing to share videos educating on fraud watch. Contacted from the Better Business Bureau put together a one hour call in show through chat a group of individuals sat on a panel and answered questions. Plan to do this each quarter.

##### Jill Randall- LSE

Still working remotely and providing the same services. All calls come in from the helpline- call volumes have increased. All different scenarios, protections orders, financial abuse, evictions, etc. Two call centers helpline and then medicate part D- clients calling because they cannot receive their medications due to restrictions on medications.

##### Jamie Aleksiev- EAAA

Increase in people that have been put in Medicare Plan that they do not understand. Medicare one on one presentations to people that are getting ready to get into these advantage plans.

##### Nicole Marchesi- The Maine Long-Term Care Ombudsman Program

LTCOP staff continue to work remotely- in-person visits are happening in long-term care facilities with proper protocol in place. Long-Term Care Facilities facing closures and staffing shortages.

#### **MCEAP Elder Abuse Roundtable – Virtual**

**November 4, 2021**

Submitted by Nicole Marchesi

Volunteer Program Manager/ Regional Ombudsman

The Maine Long-Term Care Ombudsman Program

10/19/2021