



## Meeting Notes

9/2/2022

**Attendees:** Patrick Hood-ME State Police, Jill Randall-LSE, Nicole Marchesi- Long-Term Care Ombudsman, Trinity Baker- Long-Term Care Ombudsman, Stephanie Ham- ME Office of Securities, Kimberly Snow- Researcher at Muskie School, Alicia Hunter- DHHS, Erin Salvo- APS, Jamie Aleksiev- Eastern Area on Aging, Diane Gallagher- Safe Voices, Amy Angelo- Alzheimer's Association, Jill Carney- Alzheimer's Association and Danielle Eaton- Safe Voices.

Meeting notes approved.

### **Presentations:**

Erin Salvo, Associate Director of APS:

- Tasked with allegation of abuse, neglect, or exploitation for incapacitated or dependent adults, focused on someone's needs for support.
- What we are really seeing number of cases and calls screening continues to increase in an upward trend.
- January, March, and August of this year all time high for our cases- believe it reflects people becoming more aware of these issues.
- Received Grant funds both through COVID response and Relief and American Rescue Funds.
- One of the funds serves the Elder Service Connections working with Elder Abuse Institute of Maine piloted back in 2019 CU and AR county operated a warm hand off approach. Elder Service Connections hired advocates to help when cases with APS were ending- could identify if the consumer needs more support.
- The American Rescue Funds used and expanded to allow all the counties to offer the service statewide into 2024. Data has found that people working with this program are not returning to crisis. The RISE model was developed based off research from this program.
- January piloted direct goods and services the grant is sustained through Fall 2024- historically APS has not been able to make purchases on behalf of clients. 40 percent of cases are self-neglect cases not able to meet their basic needs- can often be a result of cognitive decline or no informal support. For example, it could be as simple as a refrigerator purchased if the consumer is receiving meals on wheels and not able to store the meals. The goal is to be a one time use and then set up services to help long-term.
- Set aside some grant funds for public service campaign
- Program evaluations with muskie school to release reports is ongoing.

### Trinity Baker, Project Manager- The Maine Long-Term Care Ombudsman Program:

- In 2021 LTCOP received two contracts that will be carried out over 2 years, one is focusing on empowering the direct care workforce and creating Maine's first advisory council for direct care professionals, and the other to develop and implement a vaccination outreach campaign to increase vaccination rates in all LTSS.
- Developed a steering committee that included LTCOP, the Office of Aging and Disability Services, ETHOS Marketing, PHI International, and the Maine Health Access Foundation. Held an initial meeting with the committee with a purpose of identifying key messages designed to recruit focus group participants and to develop specific learning objectives for the research. From the immersion meeting, ETHOS created a recruitment flyer for LTCOP to use to recruit participants for focus groups.
- successfully recruited 58 Maine direct care professionals to participate in a series of 10 focus groups between November 2021 and January 2022. Participation included 52 women, 6 men, and 7 new Americans from all LTSS and all locations of the state. All direct care professionals were paid a \$50 stipend for attending.
- In February 2022 ETHOS complete the Focus Group report. The report includes implications and recommendations base on the results from the focus groups.
- then worked with PHI National to develop an application for the Advisory Council and worked directly with all 58 focus group participants to offer an opportunity to apply to the Advisory Council. Out of the 58 participants, 28 applied.
- met with the steering committee to review the 28 applications. They were judged based on the worker's years of experience and skills, LT setting they serve in, their certifications, and location. 17 direct service staff were offered seats on the council, all 17 accepted.
- So far during these meetings, PHI National has provided the members 4 hours of trainings including team building exercises and developing leadership and public speaking skills. Have connected the members to OADS leadership to discuss legislation that was passed the previous session, specifically the funding and wage increases in all long-term services and supports settings. In addition, 2 of the council members have been invited to serve on a panel for the Maine Association for Community Service Providers, and 3 council members have participated in a campaign project to promote the new Helping Voice warmline that serves as a connection for direct care professionals to talk about mandated reporting.
- The last project I will give a brief overview of is the vaccination contract that focuses on developing and implement a vaccination outreach campaign to increase vaccination rates in all LTSS.
- The first step was working with ETHOS marketing to develop outreach materials and an educational campaign targeted to direct care professionals in all of the 350 long-term care facilities across the state to encourage vaccination against communicable diseases, including influenza and COVID-19. The campaign has a focus on the LT settings that are not included in the COVID 19 vaccination mandate.

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

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

- Reprinted council brochures and have a supply of those at the LSE office, let Jill know if you would like some brochures.
- LSE is taking on distributions to getting out meeting minutes, agendas anything pertaining to the council.
- Committee has really been focused on the Round Table event, virtual event on going. Scheduled for November 3<sup>rd</sup>, Save the Dates have been sent out.
- Maine credit union league supporting tech needs again this year, no cost to the event.
- The council website has been moved to a new platform, new images, same content.
- Primary task is to plan the Summit and Elder Abuse Round Table, let Jill know if you want to know more information about these events or if you have any ideas for educational speakers.

### Mandated Reporter Work Group (Erin Salvo):

- Educational powerpoint has been launched on the DHHS website, APS continues to collect data on who completes the training and gets a generated certificate at the end of the training.

### Financial Exploitation Work Group:

- No updates

### Multijurisdictional Scams Work Group:

- No updates

### Elder Abuse Essay Contest (Jill Randall):

- Work has concluded for this year.
- The council has partnered with GFWC Maine elder abuse essay contest invites graduating high school students to submit an essay based on the question “What is elder abuse and why does it matter to you?”
- Task Forces across the state select county winners, then a statewide winner is selected.
- Work starts on the Essay Contest at the end of December.

## **Community Updates:**

### Diane Gallagher, Safe Voices:

- October is domestic violence awareness month.

Meeting adjourned at 10:05am

**Next Meeting Dates:**

December 2, 2022

Elder Abuse Roundtable – Thursday, November 3, 2022 (Details TBD)

Submitted by Nicole Marchesi

Volunteer Program Manager/ Regional Ombudsman

The Maine Long-Term Care Ombudsman Program

9/6/2022