

**Adult Services Committee**  
**Minutes**  
**January 11, 2017**

The meeting was called to order and those present in the room introduced themselves.

**Presenter: Carolina Farmer** - Senior Fraud Task Force. Carolina provided handouts that were also e-mailed with the meeting information. *Protect Yourself From Identity Thief; Protect Yourself Online; and Scams and Fraud: Protect Yourself - Don't Be a Target.*

Scammers are after money and older adults have the most liquid cash. Phishing is used frequently which means that when you search the internet scammers can see what your interest are and send you e-mails purporting to be a legitimate source. E-mails addresses are also obtained by other means. Scamming is becoming like organized crime. Name and e-mail lists are sold. Age is not so much a factor as being trusting is.

Setting up a security freeze allows you to lock down credit reports. If a scammers somehow obtains a social security number they cannot apply for credit. This information is important for caretakers to know about so that they can have some assurance that this cannot happen to an adult. Credit reports can be opened back up in 15 minutes with a PIN number.

More and more adults are using computers and the internet. It's very important to have passwords even in your own home, and the same word should not be used for different log ins. Educate older adults how to set up unique passwords. Do not store passwords on your computer or keep handwritten near the computer. Make passwords longer. Using an e-mail as a password on social media can allow hacking. Do not click on links in e-mails until you are sure that you know the source. This can download malware. If you receive an e-mail with a link to unsubscribe to something you did not subscribe to do not click.

Phone Scams - IRS is the number one phone scam currently. Most phone scammers do not leave messages, but the IRS scam does, and this can make it seem more legitimate to older adults. Charity calls is the number two scam. You can sign up with your phone service for No More ROBO, and this will stop ROBO calls. One option for caretakers is to see if the older adult's land line can be switched to a cell phone and keep the same number. The caretaker can then put the contacts in the phone that can call the adult. This is marketed for teenagers, but can be useful for adults. Always check out charities on line. Scammers can change phone numbers that show up on caller ID, so it may appear to be a local number. Scammers are finding videos on social media to use to get voices of a person to use in scams, such grandchildren calling their grandparents because they are in trouble. This is cheap software.

There are many scams around debt collections. A big one is credit card pay off. It offers to consolidate debts on one card. Scammers actually take the information and increases debt. Pay day loans especially hit low income adults. Educate older adults who to contact if there is a problem with their computer in case they receive the call that tells them there is a problem. Tape this to their device, whether it be a company, relative etc.

Some of the other popular scams - Publisher's Clearinghouse; Medical devices (ask for Medicare and credit card numbers); Jury duty (warrant for arrest for failing to appear); investing in gold (Older adults think that this is a good investment, and white men are the most likely to fall for investment scams); charity scams (women more likely to fall for charity scams). All scams should be reported. The handouts provide numbers to contact DOJ. The outreach e-mail - Alerts@NCDOJ.com goes directly to Caroline.

**Presenter: Victor Orija** - DAAS, Long Term Care Ombudsman's Final Rule. Purpose of changes - 52 programs in 50 states and Washington, D.C. and Puerto Rico, provides more consistency in delivery of services and in quality and efficiency. Changes provide more clear definitions.

Functions and Responsibilities. Clarity on who and what encompasses State LTCO. Discusses things that must be included in policy. Identify issues, investigate, and advocate. Resident/Patient is their client. The head of the state

program can only wear that hat. Make sure there are standards - access to residents, response times, development of annual reports, protect health and safety of resident, training, disclosure of information. Victor stressed the ombudsman should involve the resident/patient, empower the resident/patient. Defend resident when they do not have capacity and have no representative; assist resident in contacting regulatory agencies, APS, and law enforcement. Identify conflict of interest (both individual and within the organization). The program cannot be located within DHSR, although it was there for many years. The final rules do not affect what APS does, just clarifies LTCO practices. Victor provided a PowerPoint presentation that provide more detail regarding the changes.

**DAAS Updates** - Joyce Massey-Smith. Would like to get the workgroup back together to work on the APS Manual. Would like to have more involvement, possibly from the east and west. They will begin work in February. Those on the workgroup: Tonja Davis (Craven); Pamela Nelms (Franklin); Wendy Whitfield (Johnston); and Tammy Chancey (Hoke). John will send out an e-mail to the committee to see if those that have served are interested in continuing and to ask for other volunteers.

This is the third year of the Rethinking Guardianship Initiative. Linda Kendall Fields is the key person at the Jordan Institute at UNC-CH working on the initiative. Joyce asked if she could present at our February meeting.

Joyce introduced Dennis Williams who will be taking Mark O'Donnell's role in working with DAAS and attending our committee meetings. He has been with the division for 11 months, and prior to that worked for Easter Seals for 28 years. Mark said that he wants to ensure that adult issues do not fall through the cracks, and work toward consistency across the state. He also said that this could be a temporary role for him because Mark's position has been posted.

**DHSR Updates** - Megan Lamphere - The NC Medical Care Commission will meet on February 10. They are responsible for rules relating to health care facilities. They will consider three sets of rules from DHSR. Two of these relate to ACH/FCH administrators. One would give DHSR the ability to revoke an administrator's certification due to criminal offenses, or deny a request based on criminal history. The second would require an Administrator Training Program for new administrators before taking their role. Third are rules for overnight respite in adult day cares. These rules have been modeled after ACH rules. If approved these rules will become effective April 1.

Adult Care Stakeholders Group is meeting. Kent Flower serves on this group, as well Margaret Kirkman (Chatham); Cathie Beatty (Buncombe) and Rhonda Taylor (North Hampton).

Informal Dispute Resolutions - DHSR will offer this, but will have a county representative on the panel. License renewal season ended on December 31. All adult care homes renewed. Twenty family care homes that have not submitted anything. Cease and desist letters will be sent.

**Presenter:** Suzanne Merrill - Suzanne mentioned the new state plan for Alzheimer's Disease and related dementias will be developed. Agencies and organizations will be invited to participate.

Develop plan for long term strategies related to SA reimbursement to providers without impacting the Medicaid budget.

DAAS is sharing information with the new administration about the amount of county funding going toward APS and guardianship.

**Approval of Minutes** - December 7, 2016 meeting. The minutes of the meeting were approved on a motion by Robby Hall and a second by Sonya Toman, and a unanimous vote.

With no further business the meeting was adjourned.

