

**C.A.A.N.E.**  
**Collaboration Against Abuse Neglect & Exploitation Meeting**  
**Microsoft Teams Virtual Meeting**  
**Wednesday January 27, 2021**  
**8:30 A.M. - 11:00 A.M.**

**Meeting Minutes**

I. Welcome & Introductions Dwayne T. Woods  
Meeting called to order at 8:30 a.m.

II. Office of the Ohio Consumers' Counsel Amy Carles  
*National Consumer Protection Week 2021 February 28<sup>th</sup> – March 6<sup>th</sup>*  
The Office of the Ohio's Consumer Counsel is the residential utility consumer advocate. Amy's agency has jurisdiction to the utility companies in the Montgomery County areas that are regulated by the PUCO such as Vectren, landline service providers, DP&L and Duke. Whenever, these utilities want to raise their rates, change consumer protections or make changes that impacts the consumers as a rate payer, Amy's agency represents the consumer in those cases or anything that goes before the legislatures. The OCCC also has an outreach and education department that covers the state and educate the consumers on what they need to know about their utility service. They work with a lot of utility scams.

National Consumer Protection Week is when the Federal Trade Commission marks a time to help the consumer understand their rights and make well informed decisions about money. This year during the pandemic they've decided to continue partnering together with the FTC, the Attorney General's Office, Consumer Protection Section, Social Security Administration and the United States Postal Inspection Service to host virtual presentations to talk about things consumers need to know about when it comes to scams during the month of March 2021.

The biggest utility scam going on right now is the emergency payment scam where people are being preyed upon to pay their utilities to someone who are not the utility company.

The Ombudsman office assists households with problems with water, but they do not provide emergency assistance. For more information call 937-223-4613.

III. 2021 C.A.A.N.E. Survey Review  
We received fifty survey responses:

- Based on over 60% of the responses it was decided to host C.A.A.N.E. meetings every other month during the pandemic
- 95.2 responses said to not make any changes to the existing sub-committees
- If anyone is interested in being chair or co-chair of a sub-committee, they are to contact staff to be paired with a sub-committee
- We will look at getting more presenters and speakers along with CEU's

- 23% said they would be interested in speaking and presenting
- 46% voted to have a virtual event.

#### IV. Sub-committees

- Education & Resource Natalynne Baker
  - A. Natalynne presented an idea of creating a publication that will include sponsor pieces and provide seniors with a tangible and educational material in place of an event.
  - B. If interested in joining the Education & Resource committee there will be an upcoming meeting, contact Natalynne to participate in the committee and the meeting.
- Emergency Response Kerry Smoot
  - A. Kerry met with members from Capital Health who has three nursing homes in the Dayton area, they are interested in C.A.A.N.E. and they expressed their desire to help with placements in the nursing facilities.
- Case Review Brooke Lynch
  - A. Case reviews will be emailed out a few days prior to the scheduled C.A.A.N.E. meetings. Reviews will be conducted immediately after the meetings. Confidential information will be omitted. With C.A.A.N.E. meetings being scheduled every other month, if there are any emergency case reviews, they will be emailed out to everyone for review.
  - B. There has been an increase in referral calls regarding neglect and self-neglect from providers. There is a gap in service because of the Aides shortage. APS asked what they should do with these types of calls. It was recommended to map together friend and family resources to support the individual.
- Advocacy Brooke Lynch
  - A. OCAPS met in December and will meet again in February. One update was provided on House Bill 62 which is to allow wills to be processed electronically. OCAPS support this bill but not how the bill is written. There are concerns of fraud and a host of issues. No final decision since last meeting.

#### V. Hot Topics

- A local story about two Holocaust survivors who knew each other as children reunited because of COVID and the use of Zoom and technology was scheduled to be aired on the Today Show. It's an uplifting heart-warming story during difficult times.
- Stories were shared about their vaccine experiences.
- Mark your calendars for March 22, 2021 10 a.m. – 12 p.m., the Elder Abuse Commission is sponsoring a virtual event for older Ohioans and the theme is "Your Mental Health During the Pandemic". This event will cover COVID 19 vaccines, financial exploitation, isolation and staying physically mentally healthy. Some of the state agencies will be the presenters.

VI. Other Business and Announcements

Brooke Lynch

VII. Meeting Adjourned  
9:27 a.m.

Dwayne T. Woods

**Next C.A.A.N.E. Meeting  
March 24, 2021**

