

# SAN LUIS OBISPO COUNTY COMMISSION ON AGING AGENDA

**Meeting Date:** Friday, June 15, 2012      **Time:** 10:00 am - Noon  
**Place:** Veteran's Memorial Hall  
801 Grand Avenue  
San Luis Obispo, CA 93401

Please RSVP to Chair (235-5779) if you are unable to attend this meeting.

**10:00 am**      **Call for a Quorum**

## **Call to Order**

- Flag Salute
- Roll List
- Approval of May Minutes      [June Minute Taker: Julie Macedo]
- Approval of Agenda
- Guest and Public Comment [2 minute limit]
- Introductions

**Presentation: Speaker: Dean Goodlet, Fraud Investigations Manager for Rabobank.  
"Whatever Happened to Emma Jean."**

## **Unfinished Business:**

- Annual Report to the Board of Supervisors: Review Chair 2011-2012 Summary & Activities in Part 1.
- ACTION ITEM: Vote to accept Chair Summary.
- Members invited to attend BOS meeting where Annual Report will be presented.

## **Special Reports:**

- Outreach Committee Report
- Chair Report

## **Announcements and Updates:**

## **Adjournment:**

**Next Meeting,** July 20, 2012 Minute Taker: Anita Shower

## SLO COUNTY COMMISSION ON AGING

Veterans Memorial Hall  
801 Grand Avenue  
San Luis Obispo

### Minutes for June 15, 2012

**Members Present:** Marilyn Hamilton, Anita Shower, Maryanne Zarycka, Alice York, Kathleen Bellefontaine, Diane Maiorano, Jo Dennison, Marie Pounders, Margaret Ensminger, Carol Schmidt, Julie Macedo, Mike Suddarth, Rosa Fernandez, Kelley Sexton (District Atty ofc)

**Absent:** Dorothy Schlitz, Judy Salamacha, Judy Mishoulam

**Guests:** Susan Devine (Hill Representative), Myra Lathrop, Cindy Deibert, Deborah Bayles, Jerry Mihaic, Dean Goodlett

**Call to Order:** Quorum established. Meeting called to order by Chair Bellefontaine at 10:03 a.m. Flag Salute. Circulation of roll lists.

**Minutes:** Minutes from May 18, 2012 meeting: accepted.

**Agenda:** accepted as written.

**Introductions:** All present introduced themselves. Special comments: Kelley Sexton from the District Attorney's office is substituting for Angela Viles. Kathleen circulated information about ID protection and advised to block spam or unwanted text messages, contact your cell phone company.

**Public Comments:** None

**Guest Speaker:** **Dean Goodlet, Fraud Investigations Manager for Rabobank gave a presentation on "Whatever Happened to Emma Jean."**

Using a fictional story about Emma Jean, Goodlet told a story about bank fraud using private financial information. He pointed out that fraudulent practices do occur and can impact anyone without notice. Banks have been introduced to new legislation to manage fraud and protect customers.

He advised that we need to protect our accounts and track statements. He advised us to call the bank immediately if a charge appears that is unexplainable. Banks want to cooperate with you. Banks have software systems that look for red flags. Fraud can be observed with online banking. With online banking, he suggested having a good computer security system to prevent unauthorized access. Banks may impose an online time limit to prevent breaches. He advised cross shredding all personal paperwork. He cautioned about remote deposits where check image is sent to bank via cell phone. Skimmer devices can capture your information for fraud.

Debit cards present the largest bank fraudulent loss. In the world of credit card fraud, you don't pay for it, but with your debit card, you do. He says that the banks may reimburse this within 90 days. If an account has address change, via call and/or online changes, they will contact you to confirm both new and old contact information. He stated that the magnetic strip is problematic; chips cards used in Europe reduce fraud. Criminals will gather information and manufacture new cards. They have even gone to card processors to get information and manufacture new cards. These cards are blank on front, but manufactured card stripe had information.

Financial Elder Abuse Reporting Act of 2005 stipulated that all banks are considered mandated reporters. When financial abuse against an elder or dependent adult is suspected, the bank will call APS within 24 hours and file a written report to the respective County Adult Protective Services. Some warning signs include another person assisting an elder with the withdrawal of money from elder's account or other noted unusual bank activity. Bankers will attempt to have a discussion with customers participating in foreign lotteries, to dissuade them from participating.

**Unfinished Business:** **Annual Report to the Board of Supervisors:** Review Chair 2011-2012 Summary & Activities in Part 1. (Emailed to members in advance of the meeting.)  
Chair described the pages i.e. Summary, Priorities and Actions of Commission.  
**Action Item:** It was moved, seconded and unanimous vote to accept Summary Report as written.  
Part 2 of the report had already been approved at the May meeting i.e. revised version of the 2012-13 Goals (based on ranking by members) and unanimous vote to accept Goals. The annual report will be submitted to the Board of Supervisors by July 1.  
**Members will be notified & invited to attend BOS meeting when the SLOCOA Annual Report is on their Consent Agenda.**

## Special Reports:

**Outreach Committee Report:** Marie Pounders handed out current 2011-2012 Speaker's Bureau Information list. Marie asked for updates on the Speakers Bureau's information. Outreach committee includes all committees: Speakers Bureau, Hearing Committee and Outreach with Articles. Marie asked if any members would like to learn the hearing advocacy power point so they could present this topic.

**Speakers Bureau:** Marilyn Hamilton reported that speaking engagements have been slow this year although several have been completed. In March, Carol spoke in Los Osos Park on volunteer opportunities. Kathleen spoke at SLO Senior center on hearing loss advocacy. Alice spoke at rotary clubs. DA office spoke at Templeton Recreation Center. New Speaker Bureau flyers will be given to senior centers in the county.

**Hearing Outreach Committee:** Alice York stated that Cards have been distributed at businesses, hospitals and other agencies with good reception. She requested volunteers to assist with distribution. Alice states she has encouraged businesses to post the rack card in the window, to let customers know that business staff is receptive to effective communication with those with hearing loss, with minimal response.

**COA Corner:** Maryanne Zarycka spoke on her ability to use speaker's information for a resource regarding these topics. *Protect Yourself* is the next article about choosing caregivers with caution, and other items. The articles will be written quarterly. She suggested that members submit small informational articles to her via e-mail.

**Chair Report:** Kathleen announced retirement from HICAP counseling and plans to put more energy into COA. She hopes to work on hearing advocacy more assertively within the community. She affirmed the need for the COA to address the deeper problems in our community due to the poor economy, increasing isolation, depression, feeling worthlessness and the helplessness that seniors and their families are experiencing. Carol Schmidt suggested that COA, being aware of their situation and confirming that the COA hears their concerns may be the role of the Commission.

Kathleen distributed the new list of Priority Senior Issues for the COA binders and list of the Medication Drop Off receptive Centers.

Kathleen referred to the ongoing CA budget information sent to members by email. She pointed out possible additional cuts to IHSS & Medi-Cal. Rosa Fernandez (DSS) reported that a 3.6 % cut in services in February of 2011, ending this June. In August, it is predicted a 7% cut will go in effect. The next part consists of taking away support for domestic and related services if you live with another person; that includes a roommate or family member. It is expected that this will result in probable out of home placement which is more expensive.

## Announcements and Updates:

Margaret Ensminger expressed concern about a local problem seniors have been experiencing with a disabled elevator. As of this date, the situation has not been resolved. Rosa Fernandez explained that every agency that has a stake in this home for the disabled is actively working on this problem.

Concern was expressed by Jo Dennison that members connect with the county senior centers and **assist** them. Discussion ensued about possible COA fund raising and other work. A member reminded members that the COA objective is to obtain information, review and impart to BOS is our mission. Kathleen encouraged Jo to put this on the agenda for the following meeting.

## Adjournment:

Motion to adjourn by Maryanne Zarycka, seconded by Anita Shower at 11:53.  
Motion carried unanimously.  
Next meeting July 20, 2012