

[00:00:00]

STACY: I am pleased that you can join us for our conversation today about the Vulnerable Adult Act redesign and the community conversation kickoff that gets underway today. I'm Stacy Sjogren. I'm a senior management consultant with MAD. We're working alongside of DHS to engage in this process and I'm joined today by Mary McGurran. Mary is the supervisor for adult protection at DHS. So you'll most often hear our voices, but once in a while you might hear Lizzie McNamara, my MAD colleague join in. So there'll be three voices. Unfortunately they're all female voices, so sorry, we'll try to identify ourselves as we go. So you know who you're listening to. We are recording this session today and that we'll be sharing the slides after the presentation through our websites. We'll make sure you've got the information on how to access that later on in our conversation. So I'm going to move on to slide number four today, or four on your slide deck and on your screen. The purpose of our conversation today is to give you some background and some materials on the community conversations that we'd like to engage in over the course of roughly the next month and a half. The purpose of those conversation is to get input directly from those residents in Minnesota that are often personally impacted by both the vulnerable adults act and adult protective services. We want to make sure that the voices of those people are at the core of re-imagining or redesigning the system and then build it into the whole process moving forward. And in fact, looping back to these community members at the very end so that it's not just a one and done engagement working with our stakeholders and those directly impact, but it's a longer engagement and really making sure that the decisions that we make here, that are related to the vulnerable adult act, speak to and are based on the values that are identified with those that are impacted. I'm moving onto the next slide. We're on slide five now. We'd like to be able to give you some background on the vulnerable adult act. It's not that this information is going to be critical for you to share with your constituent groups, those that might be involved in the conversation, but we feel it's probably going to be helpful to you to have some perspective on kind of scope of the work of this project. So I'm going to turn it over to just in just a moment to Mary to talk through the next several sets of slides. It'll take about 20 minutes to go through this background information, but again, know that the information that we're sharing here isn't something that you're responsible for turning around and sharing with your constituency groups. We just want you to have a chance to get a little wiser on the background of this project. So with that in mind, I'm going to hand the clicker over to Mary. And Mary will take it from here.

MARY: Thank you very much. This is Mary McGurran from the Minnesota Department of Human Services and I am from the aging and adult services area at DHS in the adult protection unit. And I'm just going to talk a little bit about some background for the Vulnerable Adult Act. So the Minnesota Vulnerable Adults Act, which is often referred to as the VAA, is about 40 years old. It was passed around 1980 and there's been changes throughout the year since. In 1995 the definitions were added to clarify who's a vulnerable adult, what's maltreatment, what's immediate? There's all sorts of definitions in the statute. There was also some major

changes made throughout these 40 years on where reports should go. They've moved from going to the agencies responsible to county agencies and in 2013 legislation was passed to have a state centralized common entry point. So currently all reports a suspected physical, mental, emotional, or sexual abuse, neglect by a caregiver, neglect by a vulnerable adult of their own necessary needs, or financial exploitation, are made to the Minnesota Adult Abuse Reporting Center, which is operated by the Minnesota Department of Human Services. And in a minute we're going to go through some data and that data is coming out of our state centralized reporting system. So why are we looking at the vulnerable adult act redesign now? Because it's been almost four years. That's a good reason. It's time to step back and take a look at, where we are in our social service system and in our, system of services and supports to people who are vulnerable. And because there's been a lot of discussion and concern amongst stakeholders and through our department, we hear a lot, we get a lot of phone calls from the public. So we've really got some ideas about what the concerns are out there from stakeholders. And some of those concerns that we hear are, uncertainty about who's a vulnerable adult, if an incident is maltreatment, or what those incidents may be that are maltreatment. How the system responds to things that have happened as opposed to having a prevention focus to prevent bad things from happening. The, inability under the statute to look at the intent of the person who may be responsible for maltreatment when making decisions about how to respond. And what we're hearing from support persons and vulnerable adults about feeling, that they have not been affirmed when something bad has happened to them that may be an injustice or an indignity. And that that isn't something that is considered under the statute to be a maltreatment and how that feels, how that feels to people to have the system not affirm their experience. So we're taking a step back and looking at the Vulnerable Adult Act. Specifically, the Adult Protective Services under that act. And we're going to talk about what that means in a minute. So our state centralized reporting system is the source of some data and the data helps us to provide a resource for understanding the Adult Protective Services System in Minnesota. This data that we have is publicly available. It's on [mn.gov/dhs/adult-protection](https://mn.gov/dhs/adult-protection) under our reports page. And on slide 40, are details about the web links. I'm going to move now to slide nine and this is the statewide allegation data for calendar year 2018. So this slide is going to help us understand where the focus is for this community engagement process. Looking at this data, this is allegation data. So allegations come out of reports. They're reports that are made of suspected abuse, neglect, or financial exploitation of a vulnerable adult. Each report is about one person, unless it's about an entire facility, or an entire service provider's clientele. But for the most part, each report represents one person. Each report may have more than one allegation. So this slide that you're seeing of 78,024 allegations is for about 57,000 reports. Those reports are referred to the agency responsible to respond. So if you see the grid on this slide, about 43,000 reports went to Adult Protective Services and we'll talk about who that is in a minute. About 27,000 reports went to the Minnesota Department of Health and about 10,000 reports went to the department of human services licensing. So the reports that went to DHS licensing are reports that are under their responsibility for response and DHS licensing response to facilities and home and community based services that are licensed by the department of

human services where the maltreatment is alleged to be under the responsibility of that license holder. The health department, Minnesota Department of Health. Those reports, those 27,000 reports that went to the health department are regarding hospitals, nursing homes, homecare agencies, and assisted living providers home care agencies. When those providers are alleged to be responsible for the maltreatment. This discussion is focusing on adult protective services and those 42,808 reports that go to adult protective services in our state are going to one of the 87 Minnesota counties or county collaboratives. Those reports are when the person alleged responsible is a family member, or a friend, or a neighbor of a vulnerable adult, a scam artist who has potentially exploited a vulnerable adult, or when a vulnerable adult themselves is neglecting their own necessary needs for food, shelter, clothing, healthcare, or supervision. So that's our adult protection system. Those reports are going to county agencies in our state.

[00:10:02]

Now we're gonna move to look at another important component of the system. It's important to be aware that all of those reports are referred to law enforcement when the allegation is potentially criminal. So when we have over about 57,000 reports, you can see that almost half of those 32,819 reports are also referred to law enforcement and 7,049 reports are referred to county agencies or their designees free emergency social services. So the system intersects with other agencies as well. We are now on slide 11 and this is the definition of adult protective services. Again, to clarify what it is that we're talking about in this stakeholder engagement process. So adult protective services as defined by the federal health and human services administration for community living is that adult protective services is a social service program provided by state and local governments serving older adults and adults with disabilities who need assistance because of abuse, neglect, self-neglect, or financial exploitation. Some type of adult maltreatment. In all states, adult protective services is charged with receiving and responding to reports of adult maltreatment and working closely with clients in a wide variety of allied professionals to maximize client safety and independence. So that is the general definition of the system that we are seeking feedback on. I'm now moving to slide 12. So our focus is on our county based adult protective services system. The adult protective services system is complex, as we showed those reports may be under the responsibility of the Department of Human Services, the Minnesota Department of Health, or Adult Protective Services depending on who's alleged to be responsible for the maltreatment. There have been recent changes to parts of the system, specifically reading to some licensed care facilities, assisted living, specifically. However, a broader review of the adult protective services system, I'm sorry, has not been undertaken. In this process, we're focusing on county-based adult protective services which receives the majority of responses of alleged maltreatment. I'm sorry, the majority of reports of alleged maltreatment of a vulnerable adult. And in Minnesota we have a county based system. Tribes are also involved in our system and we're not going to talk specifically about that at this moment, but know that when we're talking about adult protective services in Minnesota county based system

that there is also a role for tribal nations and tribal governments. We're moving now to 13. These are our adult protective services reports data by age. So again these are reports not allegation so the numbers aren't going to line up with the previous slide that we saw, but this gives you an idea about who this system is responding to based on age. So the majority of the reports are coming for people aged 40 to 64 and that's about 7,600 reports. Next is age 65 to 74 and that's about 5,200 reports. Then we are looking at ages 75 to 84 about 4,600 reports. Next age 85 to 100 about 4,300 reports. Next ages 23 to 39 about 3,100 reports. And next age 18 to 55 and that's about 855 reports. About 3,500 reports are when the age of the person is unknown or unable to be provided by the reporter. So this data is not available on the public website today, but it will be being posted to the public website to the adult protections reports page in the very near future. The next status side we want to take a look at is APS reports data by age. And again this is only for APS. We're not looking at all the statewide reports and you'll see that based on our data source, we have about two 20,579 reports of people who are identified as Caucasian, 2,419 reports for a person who is identified as an African American or Black, about 804 reports for person who identified as American Indian or Alaskan Native, 368 reports for person who identified as Asian, and 24 for a person who is identified as Pacific Islander, and over 5,000 where the vulnerable adult who is alleged to be being maltreated has an unknown race. And it's important when you're considering the race data is to understand that many reporters don't know the race, just like they may not know the age of the person that they're making the report on. Because we encourage reports by anyone who suspects maltreatment. They don't have to know the age or the race of that individual. And also our system has very limited options for selecting race. And so the options for race may not reflect the race that that person identifies with, or even the race that the reporter would select. There's just limited systems options here. The next data we're gonna look at is that allegations data. This is again for calendar year 2018. We're on slide 15. And these are the allegations referred to adult protective services. Of the 43,000 allegations, about 13,000 were for self-neglect. That's the highest allegation. And that's an allegation that the person is neglecting their own necessary needs for food, shelter, clothing, healthcare, or supervision. The next most common allegation reported is abuse, physical, mental, emotional or sexual abuse. About 12,000. Financial exploitation at around 10,000 is next. And neglect by a caregiver, responsible family friend, neighbor, PCA about 7,000. The allegations that were accepted by county adult protection of those allegations that we just saw, about 42,000 allegations, 10,000 were accepted for investigation and adult protective services. So when those investigate, when those allegations are accepted, there's an investigation and adult protective service is offered. And of those investigations, 3,266 were found to be false. 2,224 were found to be inconclusive. 1,224 were found to be true. And about 4,000 were unable to be investigated or continuing to be pending investigation. This is an important slide. Possibly the most important slide in the slide deck from adult protective services. These are the interventions that are offered to people when that report is accepted for investigation and services. There were approximately 4,100 interventions offered to people who were the subject of a report of suspected maltreatment. If you look back at the, sorry, if you look back at the slide for how many were determined to

be true, 1,200. You'll see that with over 4,000 interventions that many, many vulnerable adults were offered interventions regardless of the determination made on the investigation. There's about 50 different interventions that are identified in our data system. This is a limited selection of the interventions showing some of the most frequently used interventions which are to move or relocate the individual, 374. A guardian or conservator, 331. Case management was offered 281. Home and community based services, 259. A support service for the vulnerable adult was engaged by APS, 231. Caregiver support offered to a support person, 224. And a very small proportion, less than 2% of the people that were offered services refused those services. And that's just really showing what adult protection can do. And the power of adult protective services and why this is so important. And before I turn this over for questions and back to Stacy, I want to really thank all of you who took time out to be on this webinar and who are considering hosting community conversations with stakeholders for your agency. This is really, really a critical part of the redesign is to hear from people. And I just want to just extend our gratitude for your time and for your consideration of this request.

STACY: So thank you Mary. Thank you. Appreciate it. If you've got questions for Mary on the information that she just shared, that address that email address if you're not following along online to the webinar is [vaaredesign.dhs@state.mn.us](mailto:vaaredesign.dhs@state.mn.us), [vaaredesign.dhs@state.mn.us](mailto:vaaredesign.dhs@state.mn.us). All right, so I'm moving ahead to slide 20 now. And want to share a little bit more about the redesign process with you...

[00:20:00]

that actually started back last spring, early spring. And that was with what we call phase one of this redesign process. DHS worked with PSC which is Public Sector Consultants. It's an organization out of Michigan. To do some explorations, some research and pulled together a report that really focused on a couple of different things. They did do 63 interviews with people from 53 different organizations or agencies. MAD, Lizzie, and myself went along behind that and accomplished an additional 10 interviews to round out some work. What resulted from that first though was a really a much better sense of how organizations, excuse me, how states, other states approached their reporting systems and administered their ATS\* programs. It also identified some promising tools and provided some initial look into what values there are coming out of a cross section of topical stakeholders, some of which are listed on this slide right here, slide 21. So that phase one work has been completed and we are now officially in phase two and that's what I want to talk about next. So phase two is all about redesigning or actually doing the re-imagination of the vulnerable adult act. I'm going to just start calling it VAA, and its obvious impact on the adult protective services. Which really can only be successful if we are even more intentional about involving community members as well as institutional stakeholders into the process. And that's really what's at the heart of this phase. And moving on to slide 23 now. What I'll do is a very high level walkthrough over the next five slides of phase two and then I'll drill down into what

you see on the screen right now. More information about the community conversations because after all, that's what we're here to talk about today. So right now, in fact starting tomorrow through mid-November, thanks to the help of organizations and people like you, residents from across the state will hear stories about adults in different vulnerable situations and have the opportunity to identify the values they would like to see expressed in those situations as well as the outcomes in those situations. The information coming from all of these conversations all across the state will come back to Lizzie and myself and we'll compile those for the next step. Which is this, and now I'm looking at slide 24. Those conversations that you'll learn a little bit more about the how's\* to in a little while. Will provide all the information, Lizzie and I will take that information and bring it back to you. And we encourage you to invite a guest of your choosing. Somebody that's participated in one of the conversations to what we're calling a community stakeholders summit. That's going to be on November 22nd. It'll be 9:00 to 12:00 in the morning. We know it'll be somewhere in the Metro area. We haven't landed on the exact location yet. We're balancing out anticipating how many people will attend. We're also taking into consideration accessibility. Because we very much like for you to invite one of your constituents to the conversation. So we'll get back to you as soon as we possibly can on the location, but we'll also in the form of an actual invitation to join us, but we'll also make sure that that information is posted on the community stakeholders summit on the website. You'll be able to find it under the updates, notifications, and engagements page within the websites. So that's the place you'll find it. Anyway, so we're looking forward to that November 22nd come together where we'll have conversation together then. I'll be facilitating that. We'll all come together, we'll share the information that was gathered. We'll have more conversation so that we can distill down to what are those shared values, what kind of story outcomes could we envision from the stories that were talked about it, to discussed. And then those were form the backbone of the redesigned VAA. I'm on slide 25 now. The next step in this phase two is to engage a different kinds of stakeholder into the process and we call those institutional stakeholders so it's not direct to the communities of those that are personally impacted by adult protective services or VAA. It's those that are engaged in helping the process helping it. So it might be county social services or legal guardians, law enforcement, various service providers, or agency reps. We're considering those institutional stakeholders and they have their own sets of values that we'll want to discuss, identify, but always use the community member values as our central touchpoint so it'll build upon that important work that you're going to help us through in this first part of the process. So those institutional stakeholders will come together on December 3rd, just a little over a week after the community stakeholders will come together. So information of course on that will be posted online and we'll be reaching out to those stakeholders shortly. We realize that some of the organization reps on this call are representing organizations that are kind of in the gray zone. They may have direct contact with those that would want to participate in the community conversations. Then they also provide some services. So we acknowledge that there's some gray zone on that and we'll be ironing out those details shortly. Once the institutional stakeholders' summit is completed on December 3rd, we'll move to the next step in this. And that's what

we've been calling solution groups, solution groups. This is hopefully going to be five different teams that will come together to address different aspects of the VAA. Take into careful consideration the values and the outcomes desired by community stakeholders, the additional values that relate to institutional stakeholders. And start doing the re-imagining down in the weeds of this very complicated system. I think it's apparent from the slides that Mary shared earlier how complicated and how far reaching the vulnerable adult act is. And how impactful and even complicated the work of APS or Adult Protective Services is. So we'll be engaging stakeholders to help form those solution teams. Those groups will be working from roughly mid-December into March and again way down into the weeds of these processes and the finer details of the act itself. The last step is once the solution groups have completed their work. We've done some work internally aligning all of the information that has come in. We're going to invite everybody back to the table probably mid to late April. We haven't landed on a date for that yet, but you'll be hearing from us because we would very much like you and your guests from your organization to come back and hear what's been developed, what is the re-imagined or redesigned VAA. And react to those ideas to give us one last round of input before we clean up the final documentation and then submit recommendations that come out of this whole process to DHS leaders in probably late April or excuse me, I'm sorry, late May. So that's the overall process for this phase two. This should look familiar to you because we sent this graphic out as an attachment with the original invitation to you. So you've got this already. So now it's time to talk about our invitation to you.

[00:29:59]

I'm going to move to slide 29 and let's talk a little bit more about the community conversations themselves. What we're asking of all of you is to reach out to those people that you serve to help reimagine this design, this new design, this new vulnerable adults act and its implications for adult protective services because we think you're the ones that are best positioned to do that outreach. You have those connections already in place. And more importantly, those trusting relationships already in place. We've designed these conversations to be very easy to execute. They're based on stories. Seven different stories that represent different typical scenarios that are found in adult protective services. You might think of them as archetype stories. And the conversation that you would be hosting is simply a chance to hear the story. They're pretty short. And then go through a series of questions, three each\* questions so anybody can participate regardless of how, how well they know the current system. That's almost an aside the point because what we really want to get out of these conversations is a sense of values and a sense of what Minnesotans would like to see as the desired outcome in these situations. So on slide 30, in a nutshell meet, gather up a small group of people. What we've learned through our testing of the community conversation is that seven or less participants is best. We also are working to provide some translated versions of the stories. We'll post those on the website. We need a little more time to get those done, but we're working on them. And so please, if you have a request for a particular language, shoot that over to Lizzie now in the chat box or

reach out to us after the fact and we'll make sure that one of the translations meets your needs and then read the story and discuss it. You don't have to do all seven. You can choose one or more of the stories to discuss. We know that each story takes about 30 minutes to go through from our test pilot. That is if the facilitator keeps the group on task. What we found in our test pilot was that the group really appreciated the conversation and the chance to think about this. And they started sharing some stories about their own lives and it was an incredibly powerful experience an incredibly deep experience. One more reason why it makes sense to host these conversations out with you in an environment that people feel safe in and feel like they can contribute and offer those personal stories if they wish to. But it's then up to you to figure out how carefully you need to contain the conversations. We leave that in your most capable hands. And we'll also have an opportunity for the facilitator to track the groups' thoughts and then submit them to Lizzie and myself in an online form. So that's the basic framework. It's really easy. We wanted to in fact make it as easy as possible for you to do. I'm moving on to slide 31 now. Here's some, a bit of logistical information. This is the source for the community conversations guide. And the stories themselves. We'll be uploading it, it's on the website now? Oh, late breaking news. It's on the website right now. And the link to the, say this one more time loud and clear Lizzie cause you get a chance to speak too.

LIZZIE: The link to the website will be given to you directly at the very end of the webinar. The very last slide is about additional resources and there's the link. It's a VAA redesigned website where we're posting updates and the community conversation guide will also be posted there. We'll be posting these slides after this webinar to that also.

STACY: Perfect. Thank you. So the snapshot on the left is just, I know you can't read that unless you've got much better eyesight than I ever will, but it gives you a little flavor of the cover sheet from the actual conversation guide follows those three steps. We've tested this out again, both the directions in the story and conversations themselves and we're assured that it was, it read clean and easy, easy to follow. But of course, if you run into any questions or concerns, that's what Lizzie and I are here to help with. I'm on slide 32 now. This is just a quick peek at the facilitators guide. There's information for the facilitator on what to do before the conversation, what an introduction might look like, information to read together, or to read to the group, discussion tracking information, and what to say at the end, a conclusion if you will. So really it is a self-contained tool for you to use. Again to make it as easy as possible. We will offer though that if you're just not feeling equipped to facilitate these conversations yourselves and feel like your stakeholders would be comfortable with somebody from the outside coming in to facilitate the conversation. You can reach out to me or to Lizzie and we'll see if we can help you with a solution and perhaps provide a facilitator. I suspect that most of you will feel comfortable once you look at this packet doing it yourselves. But we want to offer that opportunity or option as well. I'm on slide 33 right now. This is just a quick shot of the [inaudible]. This is where the facilitator or



your recorder, if you don't want to do both jobs yourselves would record your information, take notes by hand, then type it in. If it makes your group uncomfortable to have somebody sitting behind a laptop. I understand that. And then you can also open up the form online and key it in directly online, it's really up to you. I'm on slide 34 right now. Because we've been talking so much about values. We thought it might be helpful when you're as a facilitator kind of in the heat of the moment and working with the group to have a page of just basic values, just words here. If you need to help the group land on what they're discussing, maybe dancing around some ideas about values but haven't quite landed on something that resonates with them. So this is just a little add on for you. If you feel like printing it off and having the sheets available, that's fine for participants. We certainly don't want to lead you anywhere with your conversations. We really want this to be a generative process coming from the individuals. So if you find this would be helpful, great. If you don't, don't even bother with it. It's totally up to you. I'm on slide 35 right now. Looking at the stories themselves, I mentioned before that we have seven different stories. They're creatively named with the name of the person that's at the center of the story. So this is Evelyn's story. You can see by looking at the snip on the left hand side, how short they are. It's really just three or four very short paragraphs. But it seems to be enough to get the sense of what's going on and enough for the group to really sink their teeth into. Then we follow up with two basic questions that get at the values and desired outcomes for the group to talk about. Then we give a brief description of how APS would likely respond in the current reality to that example followed by one more question at the end. So this is kind of the standard format for every single one of the seven stories. We just changed some of the language within because there's certainly different characters from the different stories. So let's get on to a little bit left at the very bottom here on slide 36. We've given you a fair window of time to have these conversations helping of course that you can use preexisting groups. So it might be support groups that you have access to or if you're a community senior center.

[00:39:57]

If there's a group of men that come in every Friday morning for a cup of coffee and conversation perhaps they'd be willing to have a conversation or any number of different creative ways to gather people together to have conversation, use those. And we hope that the window that we've provided you until midnight, November 15th, is enough to take advantage of some of those existing groups. We encourage you to host at least three conversations. We'd be, I won't speak for Lizzie, but I might be dancing on the table if you want to give us more. We really, the more the better because we know people have seven different story options to choose from. And the more data points, the more Lizzie my analyst gets happy. And we have better information to dig into when we all come together again on November 22nd. So at least three conversations. That is what we're asking for you. Certainly if you have access to underrepresented populations, we very much like for you to reach out in your own special ways to bring them into conversation, to have their own conversations, to go where they're most comfortable, any creative way that you have to reach out to

as many different people, in as many different regions across the state. Will only make our end results and our re-imagined or redesigned VAA more reflective of the will of the people across the state. All right. Just one last reminder then as I'm looking at the clock, to mark November 22nd on your calendars, hold the morning if you will, and we'll give more information back to you about the stakeholder summit. Keep in mind that we're inviting you to invite a community member to participate in the conversation. We think that might be something that's kind of fun to offer to somebody that's just very interested in this subject and that would appreciate an opportunity to come together with others from across the state. To engage in this next round of conversation. There'll be more information and an RSVP link posted in October on the VAA redesigned website. We'll be of course reaching back out to you directly about this with more information. So you haven't heard the last of it from us. And I'm going to stop again on this slide 38 to see if you have any more questions. Now that you've heard the background from Mary, you've heard more about this overarching phase two and heard more about the community conversations that we are hoping you'll be able to help us with. So I'm going to pause. Lizzie McNamara is gonna check in on the chat line and see if we've got any questions.

LIZZE: We've got a question. Are family members invited to participate in these discussions?

STACY: Oh, absolutely. Are you thinking like caregivers? Or family members of someone considered to be vulnerable? Absolutely. In fact, have a conversation as a family. That's just fine. There's, well, we started with a list of approximately 40 community based organizations. Those that we've been reaching out to participate today. That doesn't mean it's an exclusive list. So really in those emails that I sent out to you, encouraging you to share this opportunity with your professional colleagues at other organizations, I mean that very sincerely. We'll have the information on the website so any community group or family group can come together and have a conversation about this and upload their information through the tools that we've been talking about all day. So call family dinner Friday night, pull out the conversation guide, pick a story, and record your thinking. It's, it's, this is meant to be a heartfelt, sincere opportunity to engage community in this really important topic. That also makes me aware of those that might be on the line that fit into that category of organizations that weren't initially reached out to by Lizzie and myself. If you would please respond to me via email that you're planning on hosting some of these conversations. We'd really like to keep track of that information and send you a formal invitation to come to that community summit that we're planning on November 22nd. And I can't do that just based on who, what popped up on this, the WebEx thing. It's not enough information. So help us out. We'll link back to me. Stacy Sjogren, stacy.sjogren@state.mn.us.

LIZZIE: So we will email out the slides to everybody who RSVP'd and anyone who emails Stacy to let us know that you are on this call because we realized that a lot of the links didn't work in the projection of the

slides. So we want to make sure that it's easy for you to find the website, that it's easy for you to find the PDF of the guide, which includes what Stacy walked through with the facilitators guide and the values and the stories. So make sure you email us to let us know that you are on this call so we can email you out the slides probably tomorrow morning.

MARY: And Stacy, are these organizations that are online right now able to forward that information to other organizations or other colleagues that they might think would be interested in being involved?

STACY: Oh absolutely. Yeah, absolutely. Yup.

LIZZIE: Yup. Feel free to forward. Keep in mind as we talked about with the stakeholder engagement process, we're really interested in involving community members right now. So if you are somebody or know people who work in adult protective services who want to be involved they can feel free to contact the VAA redesign email or Stacy's email to let us know that they want to be involved in future steps of the process.

STACY: Yup. That's a different, that's more of an institutional stakeholder. And we're holding a summit that features that group separately from this community conversation, we want to make that abundantly clear to people. All right.

LIZZIE: I got one more question.

STACY: One more question. A question is "Do you want to know about the conversation event dates prior to you receiving the data collected after the event?" So do we want to know about conversation dates that you are going to have prior to receiving? That's not necessary. We don't need to track that kind of detail, at all, but we do want you to feel free to reach out to us if got questions about facilitating the conversation or especially if you need those conversations, the stories, and the facilitator guide translated into a language that we wouldn't just readily assume. That would be helpful. We want to make sure you've got everything you need at your fingertips when you're ready to do this. Reach out to us with any further information or questions that you might have and we will do our best to answer them as promptly as possible. On behalf of all of us here on the call. I feel like an airline stewardess, thank you for taking the time out this afternoon to listen to this. And thank you ahead of time for being involved in this really important work. We really appreciated. Be well, bye bye.