Marquette County I-Team - Minutes

May 6, 2025

In attendance: Kelly Doll, Jessica Marie Green, Judy Bolar, Brandi Bieske, Sharon Alden, Caitlin Connelly, Nancy Leipzig, Jessica La Brec, Lauren Hish, Jessica Burgess, Marie Miller, Kris Rusboldt, Jan Krueger

Called to order at 9:03 am

Reviewed and Approved the Agenda: Nancy made a motion to approve the agenda, it was seconded by Sharon. Motion carried.

Reviewed and approved the minutes: February 2025 minutes. Judy made a motion to approve the minutes, it was seconded by Nancy. Motion carried.

Presentation by BMO Jessica Green and Brandi Bieske: Fraud Dept and scams.

Jessica is a Senior Fraud Analyst with BMO. Check fraud, texting, and email scams.

RED FLAGS: 10,000 transactions or larger are reported. Frequent transactions just under 10,000 are a red flag. Things to consider: Are customers coming into the branch with someone new? Are customers acting differently? Any major changes to the account? Requesting changes to their daily limits for large amounts. Are they a victim of fraud and how often have they been a victim? Are they knowledgeable about being a victim (ignoring the education and training about fraud), and are they a risk to their account, and a risk to the bank?

Local Branch has seen numerous types of scams. Individuals are on the phone for varying reasons (home repair, car loan, remodel). Don't click on links, don't call or text back, look up the number to call the bank, and go to the bank to verify. The bank will not call you and ask for your information. If you call the bank, they will ask you to verify. Scams play on fear.

Fraud learning center link:
https://www.bmo.com/en-us/main/personal/security-center/learning-center/

Concerns about a family member taking advantage of the member. The bank can file an unusual activity report. Please report concerns so they can flag the account.

Presentation Ideas for 2025:

a. August 5th Assessing Risk from the Managed Care Organizations Community Care- Nancy Leipzig will contact the other Managed Care organizations - Lakeland, Inclusa, and Mychoice.
b. November 4th, Advanced Planning/POA: Nancy Leipzig – Agency perspective, Sharon Alden – Resource perspective, and Janet Wiegel – Dementia perspective.
c. Suggestions for upcoming presentations welcome

Stories, Successes, and Struggles/Discussions:

Maie Miller – victim witness – some cases right now are direct elder abuse from family members and contractor fraud.

Laura Hish – LakeLand Care – supervisor – newer agency to Marquette County

Judy Bolar – APS contact for Marquette County

Kelly Doll – My Choice – restructure last week. Kelly and Connie are the lead supervisors.

Sharon Alden – ADRC – Older Americans Celebration is next week.

Nancy Leipzig - Community Care – no new updates

Caitlin Connelly – Advocates 4U – IRIS

Kris Rusboldt – Inclusa filling in for Timmy.

Agency Updates:

Elder at-Risk Funding:

Contracted Allocation 2025: 11,101.00.
Several requests have come in.

Agenda Items for Next Meeting: nothing new presented

2025 Meetings: *Aug 5th* and Nov 4th**.**

The meeting was adjourned at 10:03 am.

Minutes Submitted By: Jan Krueger