**NCPAAA 2022 VIRTUAL ANNUAL CONFERENCE  
5.5.2022 via ZOOM  
TOTAL: 212 ATTENDEES**

**Topic:** “REAL SOLUTIONS TO REAL PROBLEMS”

**Presenters:** Consumer Financial Protection Bureau, Centers for Medicare and Medicaid Services, Federal Trade Commission, Internet Crime Complaint Center of the FBI, Postal Inspector’s Office, Social Security Administration, NC Department of Justice, NC Secretary of State, NC Department of Health and Human Services

**ANNUAL CONFERENCE.** The training guided conference attendees on instances where elder abuse or exploitation had occurred and offered information on making referrals to other federal and/or state government agencies. There was a total of 212 unique conference attendees, including those who called in.

All [conference materials](http://www.ncp3a.org/annual-conference.html) along with the allowed [recorded presentation](http://www.ncp3a.org/annual-conference.html) were made available on the website. The following agencies and agency representatives offered a presentation:

*Wes Quigley*, FBI Internet Crime Complaint Center  
*Jeffery Fields*, US Postal Inspector  
*Anna Burns*, Federal Trade Commission  
*Jenefer Duane*, Consumer Financial Protection Bureau  
*Lisa Wallace*, Social Security Administration  
*Kasie Odham* and Denyse Leak, Department of Health and Human Services  
*Frank Rodriguez*, Department of Insurance  
*Mercedes Restucha-Klem* and Laura Schlabach, Department of Justice  
*John Maron and Ann Elmore*, Secretary of State

**PRESENT.** (Executive Board) Laura Cockman, Kevin Robertson, Nancy Warren, Ann Elmore, Tadra Martin, Pam Palmer, John Maron, Stephanie Bias, Laura Schlabach, Autumn Cox and Allison Crossman

**CALL TO ORDER**. Our annual business meeting was called to order by Laura Cockman, Chair.

This meeting was hosted via Zoom, scheduled by Allison. We are thankful for her help setting up this virtual meeting and posting the conference materials for all attendees. All conference resources may be found on the website, [ncp3a.org](file:///C:\Users\lschlabach\Desktop\Committees\NCPAAA\NCPAAA%20Conferences\ncp3a.org).

Laura C. presented the [NCPAAA Annual Report](http://www.ncp3a.org/meetings.html) for conference attendees and updated the group on each committee’s progress throughout the year.

**APPROVAL OF THE MINUTES.** The NCPAAA [March 16, 2022 general meeting minutes](http://www.ncp3a.org/meetings.html) were presented for approval. A motion to approve was made by Nancy and seconded by Kevin. With no further discussion the motion carried.

**TREASURER’S REPORT.** Pam Palmer presented the [Treasurer’s Report](http://www.ncp3a.org/meetings.html) and budget estimate for the upcoming year. Kevin made a motion to approve and John seconded the motion. With no further discussion, the motion passed to approve the Treasurer’s Report.

**NEW COMMITTEE CHAIRS.**  
CHAIR – Kevin Robertson  
CHAIR ELECT – Jessica Bullock-Cook  
IMMEDIATE PAST CHAIR – Laura Cockman  
TREASURER(S) –Laura Schlabach and Autumn Cox  
SECRETARY – Autumn Cox

With no further business to discuss, the annual conference was adjourned.

**NOTE BENE.** After the conference, the NCPAAAA briefly re-adjourned to review the conference day and provide feedback. A few suggestions included:

1. See if there’s a way to incorporate “listen-only” mode for all conference attendees to avoid feedback
2. See is there’s a way to offer a “presenter-mode” view for all conference attendees so that attendees can only see the slides and speaker, not other conference attendees’ cameras or screens
3. Potentially plan to meet the day before the conference to determine the fine details of the technical aspects.

The Executive Board also unanimously agreed to upgrade the ncp3a.org website to accommodate this year’s conference materials. The Board also unanimously agreed to provide payment for Allison’s Zoom License Contract and Monthly upgrade in order to accommodate the NCPAAA Annual Conference.

With no further business to discuss, the discussion closed and the meeting adjourned.

Respectfully Submitted by  
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Laura Schlabach, Secretary