

National EA MDT TTA Center



Webinar Summary: Developing and/or Enhancing Partnership within E-MDTs

Background

The power of an effective E-MDT lies in the rapport of its members and their willingness to collaborate. So many times, we judge the success of the group by the number of cases reviewed. True success lies in creating an environment that not only adopts a collaborative mindset but values this inter-agency collaboration in pursuit of safer outcomes for older adults. The following webinars focus on strategies to develop your team, manage membership and sustain E-MDTs through challenges.

Team Development and Facilitation for E-MDTs

(presented February 25, 2021) by Kellie Engelmeier, Technical Assistance Advisor at Lifespan of Greater Rochester and Talitha Guinn Shaver of the Elder Justice Initiative, U.S. Department of Justice

Why is this topic important for E-MDTs? How can I apply this information to E-MDT work?

This foundational webinar outlines initial steps for new E-MDTs: recruiting members, team developmental stages, indicators of a healthy team, as well as tools and tips for facilitation. So many times, groups rush into these inter-agency meetings without taking the time to set up the structure of the team in an intentional manner. Teams that trust each other, that know what to expect and take the time to develop relationships with each member entity tend to be more collaborative and impactful.

Take-aways from this presentation

- The E-MDT Coordinator is responsible for many functions within the group: case referrals, meeting logistics, follow up communication, data collection, case tracking, evaluation as well as cultivating shared responsibility and promoting mutual understanding among members. They possess strong communication skills, the ability to prioritize goals, are adaptable and tolerant, a big-picture thinker, and have coordination and leadership skills.

- While recruiting members, the importance of taking time to develop professional relationships with stakeholders cannot be overstated.
- Indicators of a healthy E-MDT: the group has a clear purpose, understands its role, has both team and individual member accountability, steps are taken to prevent burnout, there is consistent representation, has an identified facilitator, employs an intentional orientation process, has supportive local statutes/protocols, has strategies for dealing with conflict, has the support of leadership, trust, respect and commitment are present, have set expectations around communication, and are willing to acknowledge weaknesses and celebrates success.
- Strong teams build trust and manage expectations, understand the organizational culture and limitations of partners, develop a meeting structure, cultivate respectful communication, and conduct ongoing training/education.

[Link to Recording: Team Development and Facilitation for E-MDTs](#)

[Link to Power Point](#)

Resources

[Indicators of a Healthy Multidisciplinary Team](#)

[MDT Guide and Toolkit](#)

[Team Building Exercises for MDTs](#)

[Harvard Business Review: Every Leader Needs to Navigate these 7 Tensions](#)

[Elder Fraud Prevention Network Development Guide](#)

Managing Membership and Partnership

(recorded August 2, 2022), by Allison Granata, Assistant Director for E-MDT Initiatives, Upstate Elder Abuse Center at Lifespan and Rebecca Bradley, E-MDT Coordinator at Action for Older Persons

Why is this topic important for E-MDTs? How can I apply this information to E-MDT work?

This second E-MDT foundational webinar focuses specifically on membership: what criterion to establish for membership, the onboarding process, identifying gaps in your team and processes for membership.

Take-aways from this presentation

- The E-MDT member is the agency/organization, not the individual representative who attends the meetings. Each agency-member represents a key system or setting. Besides these 'Core' Members, a team might want to include 'Liaison' Members- members who only attend meetings that directly involve them.
- It is important to set group expectations early on, for example, arranging for an alternate when the designated representative is unavailable or collaborating with partners to detect, intervene or prevent further abuse.
- Team membership is fluid. There may be a need for additional members that are case-

specific or obvious gaps in membership are identified.

- Onboarding should be planned and intentional. Invitations should highlight the benefits of participation with the team, tailored to each profession. Be clear about expectations of involvement. Onboarding can be formal (have the potential member observe a meeting and undergo a formal orientation) or informal (brief introduction and confidentiality agreement)
- Membership must be managed in order to increase retention. Members develop rapport, learn how to collaborate with each other and celebrate their successes.

[Link to Recording: Managing Membership and Partnership](#)

[Link to Power Point](#)

Building Bridges: A Conversation on Relationship Building

(recorded June 8, 2023) by Jorge Vidal, International leader providing training and technical assistance at Intercambios

Why is this topic important for E-MDTs? How can I apply this information to E-MDT work?

Broad representation on E-MDTs is vital in ensuring interventions are inclusive and meet the needs of vulnerable populations.

Take-aways from this presentation

- Building strong relationships with the community involves actively listening to the needs and concerns of the community, then incorporating their feedback into engagement efforts.
- Engaging traditionally underserved populations is more than just an invite to the table. It involves providing meaningful opportunities for community members to actively participate, contribute and take on leadership roles. Engagement starts from the moment a person first walks in- is the space welcoming, how they are greeted, etc.
- Identify specific areas that require attention, rather than approaching community engagement as a broad concept. Solutions should be tailored to the specific challenges, barriers or gaps that are identified and incorporate healing.
- Ongoing learning and growth help us adapt strategies and seek innovative approaches to community engagement. This can also build trust and meaningful relationships as we seek to learn and understand the nuances of the community.
- Community Engagement differs from Community Outreach in that it is long-term, involves relationship building, builds trust, and can be transformative. Outreach tends to be short-term, one-way communication or data-gathering.
- Community Engagement is a process: Listening, analyzing the lessons gleaned, sharing, acting on the information, then adapting team response to integrate the lessons learned.

[Link to Recording: Building Bridges: A Conversation on Relationship Building](#)

When Collaboration is Hard: MOUs and Challenging Partners

(recorded October 26, 2023) by Lisa Furr, Technical Assistance Advisor, National Elder Abuse MDT Training and Technical Assistance Center

Why is this topic important for E-MDTs? How can I apply this information to E-MDT work?

Collaboration is an essential component of any E-MDT. However, challenges with partners are inevitable. This is not necessarily a bad thing. This webinar highlights possible solutions to resolve challenges, while learning from them.

Take-aways from this presentation

- MOUs serve to not only formalize the roles, responsibilities and expectations of each member, but also provide structure and accountability.
- Confidentiality Agreements detail the ways in which specific information is shared.
- **Challenge:** Having difficulty getting the MOU signed. **Possible solutions:** take a hard copy and stop by for personal connection, highlight successes and benefits of E-MDTs to their agency, use front-line staff to send it up the chain.
- **Challenge:** Members who do not attend the meetings. **Possible solutions:** If attendance is not addressed in the MOU, develop an attendance policy. Do you have the right to ask for another representative from their organization if they are not able to attend? Make sure to keep them updated on what they missed and gather their input rather than just sending an email summary. Reaching out personally to inform them of how important their input is and how their perspective was missed might encourage attendance.
- **Challenge:** Negative or disruptive partners. **Possible solutions:** Discuss the possibility of creating a behavioral contract with each other or employ other partners to help. Although you might appreciate the negative partner may be holding you accountable, there is a respectful way to do that. Encourage and compliment members who model effective ways to communicate.
- **Challenge:** Involving partners that usually remain silent. **Possible solutions:** Try the 'popcorn' technique to engage everyone present. This involves allowing participants to choose who speaks next. Explore whether there is another representative from their organization who is more comfortable sharing their input who can attend in their place. Or ask the silent partner specific questions for their input based on their particular perspective.

[Link to Recording: When Collaboration is Hard: MOUs and Challenging Partners](#)

[Link to Power Point](#)

This webinar summary is supported by cooperative agreement 15POVC-23-GK-02407-NONF, awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this product are those of the contributors and do not necessarily represent the official position or policies of the U.S. Department of Justice.

National EA MDT TTA Center | c/o Center for Elder Abuse Solutions Weill Cornell Medical College |
New York, NY 10065 US

[Unsubscribe](#) | [Update Profile](#) | [Constant Contact Data Notice](#)



Try email marketing for free today!