



29th Annual National Adult Protective Services Association Conference

# **Envisioning The Future of APS**

August 28-30, 2018

Hyatt Regency Orange County | Anaheim, CA

*Conference Partner*

**California Department of Social Services**



# Host Hotel

## Hyatt Regency Orange County

11999 Harbor Blvd., Garden Grove, CA 92840



This high-end hotel is spread over 2 towers and is set 1.6 miles from Disneyland® Resort and a 2.5-mile drive from the Angel Stadium of Anaheim baseball arena. The hotel is close to the Anaheim Convention Center and OC Airport and offers taxi service. The bright, contemporary rooms and suites come with free WiFi, flat-screen TVs and iPod docking stations. They also include coffeemakers and designer toiletries.



Inside the hotel there's an Italian-Californian restaurant, a brewpub and a sandwich bar, as well as, 2 outdoor pools and a hot tub. Hyatt Regency Orange County offers each guest an opportunity to enhance their stay and keep active at our Orange County, California hotel by using our 24-hour StayFit™ Fitness Center. As a guest, enjoy complimentary entry to the 24 hour StayFit™ gym.

Located in Garden Grove, California, less than a 10-minute shuttle ride to Disneyland® and five minutes to the Anaheim GardenWalk, Hyatt Regency Orange County provides a relaxing refuge. The property offers shuttles to the Disneyland® Resort (fee), with departure every half hour, and there is a Disney Desk in the lobby.

As a Disneyland® Resort Good Neighbor hotel, the Hyatt has provided NAPSA registered attendees the opportunity to purchase special-priced Disneyland® Resort Theme Park tickets prior to your arrival. These special priced tickets are only available online and not available at the Resort. You will receive a link to the NAPSA 2018 Ticket Store after you have registered for the conference.

Visit [www.napsa-now.org/conference](http://www.napsa-now.org/conference) to make your reservations at the special conference rate.





# REGISTRATION FEES

NAPSA Member (Early Discount)*	\$450
Non-Member (Early Discount)*	\$525
NAPSA Member	\$525
Non-Member	\$600
APS Administrator Pre-Conference Workshops	\$100
Elder Financial Exploitation Summit	\$175

\*Early price is available until Monday, August 6, 2018 at 12:00 AM



## MEMBERSHIP AT NAPSA

NAPSA welcomes all current and former Adult Protective Service (APS) agencies, institutions, workers, and all supporters—any person or agency with an interest in APS and/or elders and adults with disabilities who are victims of abuse, exploitation and/or neglect. For membership questions or concerns, please contact us at [www.napsa-now.org/contact](http://www.napsa-now.org/contact).

*Member benefits include:*

**Conference Registration Discount**

**Networking Opportunities**

More information available at [www.napsa-now.org/join](http://www.napsa-now.org/join).



# CONFERENCE SCHEDULE AT-A-GLANCE

## Monday August 27, 2018

9:00 AM - 5:00 PM

NAPSA Board of Directors Meeting *(Invitation Only)*

1:00 PM - 4:00 PM

APS Administrators Pre-Conference Workshops *(Additional Charge)*

## Tuesday August 28, 2018

12:30 PM - 1:30 PM

Welcome and Opening Remarks

1:45 PM - 3:15 PM

Workshop Sessions 1

3:30 PM - 5:00 PM

Workshop Sessions 2

6:00 PM - 8:00 PM

Welcome Reception *(with Live LA Band)*

## Wednesday August 29, 2018

9:00 AM - 10:30 AM

Workshop Sessions 3

10:45 AM - 12:00 PM

General Session 1

12:00 PM - 1:30 PM

Lunch *(On Your Own)*

1:30 PM - 3:00 PM

Workshop Session 4

3:15 PM - 4:45 PM

Workshop Sessions 5

## Thursday August 30, 2018

9:00 AM - 10:30 AM

Workshop Sessions 6

10:45 AM - 12:15 PM

Workshop Sessions 7

12:15 PM - 1:45 PM

Awards Luncheon *(Lunch Provided)*

1:45 PM - 2:45 PM

General Session 2

3:00 PM - 4:30 PM

Workshop Sessions 8

4:30 PM - 5:00 PM

Closing Remarks

## Friday August 31, 2018

9:00 AM - 1:30 PM

9th Annual Summit on Elder Financial Exploitation *(Additional Charge)*



**State and County APS Administrators Pre-Conference  
Workshops Monday, August 27, 2018 — 1:00 pm to 4:00 pm  
Cost: \$100**

**Sponsored by: NAPSA Regional Representatives Advisory Board**

**Workshop 1: “Funding Sources for APS Programs”**

APS administrators are often scrabbling to identify and maximize the funding available to their programs. This training will identify six different funding sources used by programs around the county and provide in-depth information on how a program might tap each of these funding streams. Experienced APS state administrators will answer questions about how they have maintained or increased funding in their states and help participants brainstorm advocating for funding in their own state or county.

**Workshop 2: “Internal and External Communication Strategies”**

As APS Administrators, we are responsible for communicating on all levels, including internal and external groups. During this preconference workshop, fellow APS Administrators will discuss how we have successfully communicated policies, compliance and complaints issues, as well as cheerleading, promoting staff morale and professional recognition. Further, examples will be shared on successful outreach efforts, community awareness events, and communication following critical incidents. We will be incorporating perspectives from both county and state administered vantage points. APS Administration is a tough job, but you are not alone!





# WORKSHOP SESSIONS

## Conference CEUs

The 2018 NAPSA Conference will be offering the opportunity for registered attendees to receive 12.0 continuing education contact hours.

Attendees must be prior registered in order to receive CEUs and must sign in and out of each workshop. Each workshop session will receive 1.5 continuing education contact hours. A maximum of eight workshops can be attended across the eight workshop sessions offered during the 2.5 day conference. Therefore, an attendee can only receive a maximum of 12.0 continuing education contact hours for the entire conference.

This activity is pending approval from the National Association of Social Workers.

## WORKSHOP SESSIONS 1 TUESDAY 8/28/2018 | 1:45 PM - 3:15 PM

### 101 Silence = Violence Statewide Network: Addressing Abuse of Elders and Persons with Disabilities

*Mark Starford, Board Resource Center*

*Kecia Weller, Peer Advocate, Member Silence = Violence Network; CA State Council on Developmental Disabilities*

Despite years of disturbing statistics, there is a marked increase in the epidemic of abuse and exploitation of people with disabilities and elders. Because we have traditionally worked narrowly within our policy, service and advocacy spheres opportunities have been missed. Taking a new approach and building state coalitions provides opportunities to share resources and create collective action to find new solutions. The California Statewide Network Silence = Violence engages our collective strength to tackle the scourge of abuse and victimization of individuals perceived to be vulnerable – elders and people with disabilities. Silence = Violence is sponsored by California Foundation of Independent Living Centers, Supported Life Institute and the Board Resource Center with membership from over thirty state agencies, service groups and advocacy organizations. “The Network’s vision is rooted in equality for all where violence against people with disabilities and older persons is no longer inevitable and where all people can fully exercise their rights” The Network is tasked with three objectives: (1) Increase public awareness about abuse of people with disabilities and elders, (2) decrease the number of adults victimized, and (3) increase reporting of assaults and abuse. The guiding principles embrace placing marginalized people at the center of all efforts, addressing systemic issues that generate and sustain violence and develop broad partnerships to engage a larger group for justice.

Participating agencies address the epidemic of abuse and work collaboratively to address these questions: (1) Why is what we are doing now not working? (2) How can the disability and senior communities work together? (3) How can we collaborate our efforts and share resources for a greater impact? This workshop will focus on the forces that brought over 30 agencies together wanting to work in a collaborative statewide network that addresses abuse and violence against people with disabilities and elders. The workshop will provide a roadmap and tools to develop a statewide network and the challenges and opportunities that emerge from collaboration.

### 102 Where New Knowledge is Taking Us: ACL Elder Justice Self-Neglect Innovation Grant

*Holly Ramsey-Klawnsnik, PhD, Director of Research, NAPSA*

*Aiesha Gurley, Aging Services Program Specialist, Office of Elder Justice & Adult Protective Services, U.S. Administration for Community Living*

*Farida Ejaz, PhD, LISW-S, Senior Research Scientist, Benjamin Rose Institute on Aging*

*Courtney Reynolds, MA, MSSA, LSW, Research Analyst, Benjamin Rose Institute on Aging*

*Stephanie Bergren, Rutgers University*

Led by Aiesha Gurley, ACL Project Officer, the three teams currently conducting ACL-funded self-neglect projects will discuss their work. (1) Rush University Medical Center, under the direction of Dr. Xinqi Dong and in conjunction with the Rush Institute for Healthy Aging and key stakeholders and social service agencies, is leveraging Chicago large population-based cohort studies to improve the prediction of elder self-neglect. They are developing multiple predictive indices regarding onset of self-neglect in black, white, and Chinese populations to aid healthcare workers in assessing risk. (2) Benjamin Rose Institute on Aging, under the direction of Dr. Farida Ejaz, is collaborating with Texas APS, WellMed Charitable Foundation, and the Elder Justice Coalition to screen vulnerable adults attending primary care clinics for self-neglect risk factors. They will discuss the components of a six-hour training on self-neglect, types of services offered to prevent self-neglect, and preliminary findings. (3) NAPSA, under the direction of Dr. Holly Ramsey-Klawnsnik, has conducted national survey research regarding self-neglect cases handled by APS and current assessment and intervention policies, practices, collaborations, and case outcomes. A systematic literature review and selected APS program site visits have further illuminated existing knowledge, knowledge gaps, and innovative practices. Participants will learn about these three initiatives as well as how the projects as a group are expected to improve national understanding and prevention of, as well as response to, self-neglect.

### 103 How Elder/Adult Abuse Fatality Review Teams Benefit APS Professionals and Improve Victim Services

*Lori Stiegel, JD, Senior Attorney, American Bar Association Commission on Law and Aging*

*Jason Burnett, PhD, Assistant Professor, McGovern Medical School at the University of Texas Health Science Center (UTHealth) at Houston, Division of Geriatric & Palliative Medicine (Primary) & School of Public Health, Department of Health Promotion and Behavioral Sciences; Co-Director, Texas Elder Abuse & Mistreatment Institute (TEAM); Co-Director, TEAM-Forensic Assessment Center Network*

Elder/adult abuse fatality review teams (EAFRTs) examine deaths resulting from or related to elder and/or adult abuse to identify

system gaps and improve the responses of APS, health care, law enforcement, prosecutors, victim assistance, and other professionals to living victims. Informed by their new work under a 2017 grant from the U.S. Department of Justice Office for Victims of Crime, the author of Elder Abuse Fatality Review Teams: A Replication Manual (2005) and a leading elder abuse program evaluator will discuss the purpose, hallmarks, case review and data collection practices, and policy recommendations of EAFRTs, as well as EAFRT outcomes leading to changes in laws, policies, practices, programs, or protocols that benefit APS professionals and improve services to victims. Time will be allocated for input from EAFRT members in the audience, questions, and discussion.

#### **104 When Injuries Speak: Forensic Wound Identification of Possible Abuse & Neglect of Vulnerable Persons, Part 1**

*Daniel Sheridan, PhD, RN, FAAN, Texas A&M Univ., College of Nursing*

Participants will learn techniques for improving their forensic documentation, both written and photographic, of clients/patients with possible abuse and neglect-related injuries. An overview of contributors to falls will also be presented as well as techniques to differentiate and document witnessed falls from being found down. Basic forensic terminology will be presented in a format immediately useful to professionals from multiple disciplines. A series of instructive injury slides will be shown to demonstrate patterned injuries and injuries in various stages of healing. During the final hour, participants will break into small groups to review case photographs and develop multidisciplinary steps to document the findings and develop investigative strategies.

#### **105 Integrating Neuropsychological Assessment into a Multidisciplinary Adult Protective Service Model**

*Justin Gauthier, PhD, VA Palo Alto Health Care System*

*Alexis Stanley-Olsen, PhD, UC Davis Medical Center*

*Erik Lande, PhD, Insight Neuropsychology; Neuropsychologist Consultant with Ventura County APS Rapid Response Expert Team*

*Marcy Snider, APS, Human Services Agency, County of Ventura*

Vulnerable adults are susceptible to a variety of problems that could affect their safety and well-being (e.g., financial abuse, self- or other-neglect). Often, these problems have cognitive components and result in report to County Adult Protective Services (APS) for assessment and intervention services. A novel practice in APS agencies is to include neuropsychological assessment as part of an integrative and multidisciplinary team approach to APS assessment and intervention efforts. In our model, adults referred to the County of Ventura APS agency and suspected to have cognitive impairment based upon results of an administration of a cognitive screening tool, social worker observation, and an in-home assessment by the Public Health Nurse, were referred to a multidisciplinary team to determine what further assessments and interventions, such as neuropsychological assessment, were warranted, and then to quickly provide these services in the client's home. In this workshop we will provide an overview of our multidisciplinary model, discuss its development, stakeholders, roles, and responsibilities, and present initial data, including that on client referral problems, mental health diagnoses and assessment data, APS interventions, and outcomes, which were collected throughout the

span of the APS and neuropsychological process. A focus of this workshop will be on the specialized role of psychologists and the utility of neuro-psychological assessment data to other professionals and the integrated multidisciplinary model.

#### **106 Creating a Balanced Safety Plan**

*Mieka Bledsoe, MS, LMFT, Human Options*

*Diana Uribe, MSW, Bilingual Therapist, Human Options*

The goal of the workshop will be for participants to learn how to integrate empowerment and autonomy into safety planning. The workshop will include group activities where participants will be provided with case examples and an opportunity to explore barriers and solutions to challenges associated with safety planning. Attendees will also create a safety plan and use it as a "working model." Lastly, the topic of boundaries will be discussed as an early prevention measure.

#### **107 Serving Seniors and the Elderly in Rural Communities**

*Baljit Hundal, MSW, Deputy Director, Social Services Division, Mariposa County Human Services Department*

*Sheila Baker, Adult Protective Services, Mariposa County Human Services Department*

*Terri Peresan, Adult Protective Services, Mariposa County Human Services Department*

This workshop will discuss the challenges and opportunities of providing Adult Services in Mariposa County which is a rural community in California which a large geography and a small population. The workshop presenters will share how to maximize resources with all available partners to meet the needs of a community with a high senior population.

#### **108 MENTAL HEALTH IN APS:-) "An Engaging - Captivating-Team Based Approach"**

*Paul Needham, MBA, TCS Services*

*Carol Kubota, LCSW, Senior Social Services Supervisor OC Social Services/Training & Career*

*Dawn Gibbons-McWayne, SDSU School of Social Work, Academy for Professional Excellence, MASTER-APS Training Program*

During this brief but highly engaging and captivating workshop session, participants will be actively involved in the demonstration of the Newest In-Class Instructor Led Core Module just made available in March 2018. Together along with the curriculum writer Carol Kubota and Dawn Gibbons-McWayne, the Program Manager for the MASTER program; we will review the this TEAM BASED learning curriculum that you can then download and use in your state and or county APS Training program. Some of the key team-based exercises/activities will be explored. By your participation in the workshop you will have a skills and knowledge advantage when utilizing this training yourself. In the "Mental Health in APS: Skill Building Session" Module 9, the following instructional strategies are used: Loosely Structured Team Based Learning model, experiential exercises (e.g. small group discussion, case studies); PowerPoint slides and video clips; participant guide (encourages self-questioning and interaction with the content and process); and transfer of learning tool to access knowledge and skill acquisition and how these translate into practice in the field. In the full 1/2 day session, participants will review characteristics of common mental health disorders to better understand challenges and problem solve solutions when working with clients with mental

illness. While exploring the stereotypes and stigmas surrounding mental illness, participants will develop empathy which will help the APS worker enhance rapport building skills and understanding to ensure a thorough service plan is created. Participants will work through a powerful thought disorder simulation, allowing them to “walk in the shoes” of someone who is living with untreated mental illness. This skill based session provides participants a safe place to explore working through a suicide risk assessment in order to confidently assess for suicide risk when working in the field.

### **109 Tennessee's Statewide Model to Protect Vulnerable Adults**

*Patti Tosti, MBA, PMP, Program Director, TN Department of Human Services, APS*

*Patty Gillette, Program Coordinator, TN Department of Human Services, APS*

In Tennessee, the Department of Human Services' Adult Protective Services (APS) Program investigates allegations of abuse, neglect or exploitation of vulnerable adults. Like most states, there are many different state agencies providing investigations and services to vulnerable adults but there is no formalized structure or framework which results in a confusing and fragmented system that produces gaps in services, duplication of processes and multiple points of entry. This system makes it difficult to meet the needs of vulnerable adults and can be costly and inefficient to all of the state agencies. In recent years, Tennessee has made some improvements to decrease fragmentation but many more improvements are needed among state agencies to increase communication, coordination, and collaboration to improve Tennessee's investigation, response, and service delivery to vulnerable adults needing protective services. In 2016, Tennessee Adult Protective Services was awarded the Administration for Community Living (ACL) grant to lead a coordinated community response (CCR) amongst state agencies to improve the investigation, response and service delivery of protective services. This workshop is the follow-up to last year's NAPSA presentation and provides a more comprehensive look at the entire two years of the ACL Grant. This presentation will provide a synopsis of the overarching goals of the grant. Also provided will be an overview of the development of an ACL data dashboard to coordinate the efforts of the four groups and the goals of the grant, the creation of a statewide CCR model integrating with the local community, and the use of surveys and self-assessments to identify gaps and measure progress. This hands-on, process-oriented workshop will offer participants detailed strategies and advice to work collaboratively with other agencies and to share a statewide approach to better protect vulnerable adults.

## **WORKSHOP SESSIONS 2**

### **TUESDAY 8/28/2018 | 3:30 PM - 5:00 PM**

#### **201 Peer Support - A Critical Component of the APS Response to Sexual Assault**

*Patricia Quatieri, Disabled Persons Protection Commission  
Kecia Weller, CA State Council on Developmental Disabilities; Peer Advocate, Member Silence = Violence Network*

The widespread sexual abuse of persons with intellectual and developmental disabilities (I/DD) is widely recognized as a

national health crisis and represents a profound challenge for APS leaders. This workshop will focus on the critical role of Peer Support in developing a trauma-informed approach to combat this public health crisis. The workshop will make the argument that Peer Support by survivors of sexual assault with I/DD should be an essential component of any APS response to the epidemic. Kecia Weller, an experienced Disability Rights Leader and Sexual Assault Survivor from California, and Patricia Quatieri an experienced Disability Rights Leader and Sexual Assault Survivor from Massachusetts, are two emerging Peer Support leaders who advocate for APS tackling this crisis in a trauma-informed way. In 2017, Ms. Weller helped The National Arc and the Board Resource Center launch an innovative Public Health Campaign “Let’s Talk about Sexual Violence” to encourage primary care providers to talk about sexual violence with their patients with I/DD. Kecia Weller was a driving force behind this project designed to encourage discussions on this topic. In 2017, Ms. Quatieri helped the Disabled Persons Protection Commission in Massachusetts launch an innovative Sexual Assault Response Unit (SARU) designed specifically to help adults with I/DD cope with the aftermath of sexual abuse. A key component of the SARU is Peer Support Services. Patty is helping lead the creation of Peer-to-Peer Support Services for adults with I/DD who have experienced sexual abuse of any kind. This workshop will introduce the power and importance of Peer Support in all APS efforts to address the epidemic of sexual abuse against persons with I/DD from a trauma-informed perspective.

#### **202 The Interview for Decisional Abilities (IDA): Strengthening APS Assessment Skills**

*Bonnie Olsen, PhD, Keck School of Medicine of USC*

*Risa Breckman, LCSW, New York City Elder Abuse Center*

*Alec Graham, JD, Protective Services at the Massachusetts Executive Office of Elder Affairs*

The current process for Adult Protective Service (APS) workers to determine whether a client understands, appreciates and has the ability to weigh the pros and cons of an intervention has largely been based on evaluating cognition and on the worker's intuition. The Interview for Decisional Abilities (IDA) is a semi-structured interview tool designed to standardize the process of assessing decision-making by eliciting and documenting clients' responses to the risks they face. The IDA structures the interaction so workers can more clearly determine whether their clients retain the ability to make relevant decisions or if they lack this ability. Results may lead to more informative and useful referrals for professional capacity assessments, as well as documentation that supports closing cases where clients retain capacity and reject offered services. This symposium will present background information that led to the development of the IDA and preliminary findings from application of the IDA in New York City, the State of Massachusetts, and the State of California. Discussion will focus on the utility of the IDA in APS practice.

#### **203 APS and Law Enforcement: Homicide Case Study**

*Jordan Satinsky, Montgomery County Police Department*

*Mario Wawrzusin, Montgomery County Adult Protective Services*

The purpose of this workshop is to outline the lessons learned from an elder abuse homicide investigation. During the case study, investigative steps (both positive and negative) will be discussed in an effort to show how investigators from APS and LE navigated this extremely complicated situation. As a result



of this investigation, best practices were sought and implemented for both departments. These best practices will be discussed as well.

### **204 When Injuries Speak: Forensic Wound Identification of Possible Abuse & Neglect of Vulnerable Persons, Part 2**

*Daniel Sheridan, PhD, RN, FAAN, Texas A&M Univ., College of Nursing*  
Participants will learn techniques for improving their forensic documentation, both written and photographic, of clients/patients with possible abuse and neglect-related injuries. An overview of contributors to falls will also be presented as well as techniques to differentiate and document witnessed falls from being found down. Basic forensic terminology will be presented in a format immediately useful to professionals from multiple disciplines. A series of instructive injury slides will be shown to demonstrate patterned injuries and injuries in various stages of healing. During the final hour, participants will break into small groups to review case photographs and develop multidisciplinary steps to document the findings and develop investigative strategies.

### **205 Applying Elder Justice Principles to APS**

*Donna Benton, PhD, Research Associate Professor, Leonard Davis School of Gerontology, University of Southern California, California Task Force on Family Caregiving, California Elder Justice Coalition*  
*Kevin Bigelow, California Elder Justice Coalition, NAPSA Certificate Coordinator*  
*Shawna Reeves, MSW, Director, Elder Abuse Prevention, Institute on Aging, California Elder Justice Coalition*  
From childhood, we pledge allegiance to a flag that stands for liberty and justice for all. We recite those "self-evident" truths that all men are created equal with unalienable rights to life, liberty, and the pursuit of happiness. Yet, today those truths seem far from evident. Politicians clash over whether health care is a right or entitlement programs should be preserved. It is against this backdrop that "elder justice" is gaining traction. Yet the term remains largely undefined. This workshop will apply a social justice "lens" to policy affecting older Americans, including policy addressing income security, health care, civil rights, reasonable accommodation for the disabled, and the rights of the cognitively impaired. It will apply the principles of due process, equal protection, and least restrictive alternatives to APS policy and practice. The cumulative impact of discrimination based on age, gender, race, ethnicity, sexual identity, religion, and class over the life course will be described. The workshop will introduce the California Elder Justice Coalition's newly established National Elder Justice Academy and its resources and goals. Using case examples, participants will identify core elder justice principles in APS from the perspectives of victims' rights, patients' rights, disability rights, and consumer rights. They will identify variations in how justice is viewed by criminal justice professionals, civil attorneys, human rights advocates, APS, and others.

### **206 Creating Safe Spaces for Lesbian, Gay, Bisexual, Transgender (LGBT) Seniors**

*Kiera Pollock, MSW, LCSW, Los Angeles LGBT Center*  
*Tripp Mills, Los Angeles LGBT Center*  
Later life can be a time of loss, marginalization and increased dependence upon others. For those who have faced discrimi-

nation earlier in life as a gay, lesbian, bisexual, transgender or queer person, this can be particularly terrifying and retraumatizing. Coming out process coupled with health and mental health disparities can lead LGBT seniors back into the closet as they age. Workshop will discuss ways to ensure your practice is culturally competent in serving the LGBT senior community through the experiences of seniors.

### **207 The National APS Program Evaluation**

*Karl Urban, MA, Lead - National APS Technical Assistance Resource Center, WRMA, Inc.*  
*Zachary D. Gassoumis, PhD, Research Assistant Professor of Gerontology and Co-director of the Secure Old Age Lab, Leonard Davis School of Gerontology, University of Southern California*  
Through the APS Technical Assistance Resource Center, the Administration for Community Living is funding the first-ever national program evaluation of APS programs. The evaluation is focused on understanding the policy and practice of state APS programs. State APS programs are participating in the evaluation through review of policy profiles and completion of a practice survey. This workshop will provide an overview of the purpose, process and intended outcomes of the evaluation. The information collected in the evaluation will provide a valuable resource for APS programs. The session will highlight some of the findings from the review of state policy and will review areas of focus for the second and third components.

### **208 Personal Safety on the Job**

*Dan Elliot, Dan Elliot LLC*  
This interactive presentation addresses the personal safety risks and challenges associated with adult protective services. It will provide strategies for workers to reduce risk when they encounter challenging or potentially threatening situations that involve upset, emotionally charged, or angry clients or others they may have contact with. Some of the topics covered are The Four "A"s of Safety, reading clients' behavior and how they read ours, de-escalation of emotional states, and environmental safety awareness. The workshop offers tools for assessment of risk and best practices of violence prevention and intervention in one's professional and personal life.

### **209 Research to Practice: Partnership that Works in APS Research**

*Jason Burnett, PhD, Assistant Professor, McGovern Medical School at the University of Texas Health Science Center (UTHealth) at Houston, Division of Geriatric & Palliative Medicine (Primary) & School of Public Health, Department of Health Promotion and Behavioral Sciences; Co-Director, Texas Elder Abuse & Mistreatment Institute (TEAM); Co-Director, TEAM-Forensic Assessment Center Network*  
*James Booker, PhD, Instructor, McGovern Medical School at the University of Texas Health Science Center (UTHealth) at Houston*  
*Courtney Reynolds, MA, MSSA, LSW, Research Analyst, Benjamin Rose Institute on Aging*  
*Catherine Bingle, MPA, Research Specialist, Adult Protective Services, Texas Department of Family and Protective Services*  
*Akiles Ceron, MSW, Director of Adult Protective Services, Department of Aging and Adult Services, City and County of San Francisco*  
*Pi-Ju (Marian) Liu, PhD, Assistant Professor, University of California, San Francisco*  
*Jeanine Yonashiro-Cho, PhD, MSG, Leonard Davis School of Gerontology, University of Southern California*  
This workshop aims to strengthen links between research and practice by highlighting four partnerships of APS practitioners

and researchers, which inform APS practice and build knowledge about ANE. First, the Texas Elder Abuse and Mistreatment Institute conducted an analysis using 5 years of Texas APS data to better understand what factors are useful in distinguishing elder financial exploitation from other forms of abuse, including hybrid financial exploitation. Second, Texas APS partnered with Benjamin Rose Institute on Aging and other organizations to embed APS workers in a healthcare system and identify elder and disabled adult patients who are at risk of self-neglect, evaluating the impact of an assessment and care plan to link them to resources and supports aimed at preventing self-neglect. Third, San Francisco County APS is partnering with the University of California, San Francisco to document APS workers' actions and interventions they deliver that may reduce risk of abuse for self-neglect clients, in order to measure APS outcomes. Fourth, the Los Angeles County APS partnered with the University of Southern California to have a research nurse photograph injuries in both APS clients reported for physical abuse and non-abused elders from a geriatrics clinic. This workshop was organized by the Research Committee, which focuses on bringing researchers and practitioners together to expand the application of evidence-based practice in improving elder abuse responses.

## **WORKSHOP SESSIONS 3**

### **WEDNESDAY 8/29/2018 | 9:00 AM -10:30 AM**

#### **301 #WECOUNT: Navigating the Criminal Justice System to Obtain Successful Outcomes for Persons with Disabilities**

*Sergeant Timothy F.X. Grant, MA State Police Detective Unit*  
*Elizabeth Dunphy Farris, Esq., Hampden District Attorney (MA)*  
#WECOUNT – Navigating the Criminal Justice System to Obtain Successful Outcomes for Persons with Disabilities, introduces participants, with the use of case studies, to a multidisciplinary approach to the identification, report and investigation of crimes committed against persons with disabilities so that key decisions can be made regarding victim safety and evidence preservation at the critical stages in the aftermath of a crime. When working together, abuse committed against persons with disabilities can be successfully recognized, reported, investigated and prosecuted. No one person or agency possesses all of the skill, knowledge and resources necessary to respond to the complex problems of abuse or crimes committed against persons with disabilities. Each law enforcement, human services or medical professional brings a different perspective and different information to the case investigation. Strategies to employ when interviewing alleged perpetrators and victims, preserving and collecting evidence and making a case for prosecution in the criminal justice system will be reviewed.

#### **302 Addressing Sexual Abuse of Older Adults in the Context of Intimate Partner Violence**

*Holly Ramsey-Klawnsnik, PhD, Director of Research, NAPSA*  
*Lisa G. Furr, Program Manager, National Clearinghouse on Abuse in Later Life (NCALL)*  
When cases of later life intimate partner violence (LLIPV) rise to professional attention, multiple factors influence victims to only slowly and hesitantly disclose physical and emotional assaults

and coercive control experienced. For many, it is far more difficult to speak of endured sexual assaults. Similarly, investigators, victim advocates, and other professionals often struggle to find sensitive and forensically sound ways to screen for co-occurring sexual violence among older adults disclosing other forms of spouse/partner abuse and to support victims of this “triple whammy” - elder abuse, domestic violence, and sexual assault. In this session we will address sexual violence within the context of LLIPV including: research and clinical findings; relevant forensic principles and effective investigation questions; common victim needs; methods for best accommodating these needs while conducting sound interviews; and interventions designed to support and assist victims. We will discuss applying trauma-informed care practices and stress the importance of a coordinated community response to most effectively serve victims and achieve elder justice.

#### **303 Improving Your Ability to Interview Alleged Perpetrators/Suspects of Elder Abuse**

*Candace Heisler, JD, Heisler and Associates*

*Randolph Thomas, MPA, Heisler and Associates*

While interviewing an alleged perpetrator of abuse is a critical part of an APS or law enforcement investigation, many investigators approach the interview with uncertainty. Similarities and differences between the goals and objectives of the law enforcement and APS interview and considerations when conducting a joint interview will be discussed. Common problems such as enhancing safety, controlling the interview, and dealing with resistance and volatility will be included. The session will use a case scenario and video clips to guide the session and will offer examples of effective and ineffective questions to use in such interviews.

#### **304 Scams and the Aging Brain**

*Erik Lande, PhD, Insight Neuropsychology; Neuropsychologist Consultant with Ventura County APS Rapid Response Expert Team*

*Justin Gauthier, PhD, VA Palo Alto Health Care System, Health Services Research & Development, and National Center for PTSD*

*Alexis Olson, PhD, Dept. of Physical Medicine and Rehabilitation, University of California, Davis, Medical Center*

We will explore how normal age-related brain changes can cause a senior to be more susceptible to financial scams and exploitation. We will explore relevant clinical and practical research and discuss how this differs from financial problems seen in dementia. Strategies for identifying problems with financial capacity and for supporting seniors will be discussed. Maintaining a senior's independence as much as possible will be emphasized.

#### **305 APS Meets EMS: A Collision of Two Powerhouses**

*Captain Ashley Robinson, MS, MBA, NRP, Montgomery County Fire & Rescue*

*Mario Wawrzrusin, LCSW-C, ACSW, NCG, Montgomery County Health & Human Services - APS*

*Captain Jamie Baltrosky, BS, Paramedic, Montgomery County Fire & Rescue Service*

*Denise Bruskin-Gambrell, Montgomery County Health & Human Services - APS*

A learning adventure about how two agencies, both vital to the community they serve, went from working in silos to working hand-in-hand. Fire & Rescue agencies can often be the only contact with the outside world that some of our most vulnerable

adults make contact with. The participant will discover how having a solid partnership between APS and Fire & Rescue agencies can act as a safety net to ensure that the needs of the vulnerable adult population are being met, including in cases where the client is screened out. Attendees can expect a frank discussion on the challenges and benefits of having an open line of communication between both agencies.

### **306 “THE STATE OF THE NATION” - In APS Training - NAPSA’s National Survey of APS Training Courses**

*Alicia V. Neumann, PhD, Program Director, Optimizing Aging Collaborative, University of California, San Francisco*  
*Pi-Ju (Marian) Liu, PhD, Assistant Professor, University of California, San Francisco*  
*Lori Delagrammatikas, APS Liaison to the Counties, California Department of Social Services*  
*Kevin Bigelow, NAPSA Certificate Coordinator*  
*Paul Needham, MBA, TCS Services; Chair, NAPSA Education Committee*  
In January 2018, NAPSA completed the most comprehensive national survey of APS training courses ever completed: 49 of the 50 states participated in the survey, and the results should give us the best description ever compiled of “THE STATE OF THE NATION” In APS Training. The participants of this workshop will get one of the first looks at some of the preliminary results of the NAPSA’s National Survey of APS Training Courses. In addition, the NAPSA core competency modules have been evaluated in California and the preliminary results of that research will also be shared.

### **307 Hoarding 101: Beyond the Belongings**

*Rosemary Nielsen, MSW, Orange County Task Force on Hoarding*  
This workshop will provide an overview of hoarding behaviors (including DSM 5 criteria for Hoarding Disorder), characters, risk factors and impacts to the individual and the community at large. It will review Harm Reduction approach vs. traditional interventions. It will also focus on collaboration with the community and the development of a structure to support a Hoarding Task Force.

### **308 Financial Steps for Caregivers**

*Lara Hinz, MS, Women’s Institute for a Secure Retirement (WISER)*  
*Linda K. Stone, Society of Actuaries & WISER Fellow*  
In millions of households across the country, an adult is providing full or part-time care to an older family member or friend. Caregiving responsibilities are challenging, and can also have serious financial consequences for the caregiver. This workshop will educate professionals, advocates, and individuals about how to assist family caregivers with managing those caregiving responsibilities that can have a financial impact. Attendees will learn about topics such as common financial mistakes many caregivers make and how to avoid them; legal agreements for family caregivers; budgeting for caregiving responsibilities; protecting retirement savings; important legal and financial documents, and ways to find additional financial help for older adults. Finally, the session will provide resources and tools to be used in your community.

### **309 The Evolution of NAMRS: What We Learned in Year 2**

*Maria Greene, WRMA, Inc.*  
*Stephanie Whittier-Eliason, Office of Elder Justice and Adult Protective Services, U.S. Administration for Community Living*

*Karl Urban, MA, WRMA, Inc.*

*Andrew Capehart, WRMA, Inc.*

The second year of National Adult Maltreatment Reporting System (NAMRS) was a success. With two years of experience, this session will explore what has been learned. The Administration for Community Living (ACL) staff and the NAMRS liaison team will discuss highlights from the 2016 data report; the successes and challenges of the 2017 data submission process; a preview of upcoming system enhancements and the data elements to focus on for the 2018 submission; and advice for states moving from Key Indicator to Case Component reporting. Most importantly, the session will provide states with an opportunity to ask questions and provide feedback to ACL and the NAMRS liaison team on how to make year three even more successful.

## **WORKSHOP SESSIONS 4**

**WEDNESDAY 8/29/2018 | 1:30 PM - 3:00 PM**

### **401 Hidden Crime, Hidden Population: Human Trafficking of Adults with Disabilities**

*Leanne McCallum, MA, Greater New Orleans Human Trafficking Task Force*

Human trafficking is a hidden crime, and yet it often happens in plain sight. So what can we do to identify a hidden crime among a vulnerable population that is often isolated such as adults with disabilities? This introductory course will demystify the intersection between human trafficking and adults with disabilities. This course debunks common myths and misconceptions about human trafficking, and explains the legal definition of trafficking. Attendees will be able to identify the factors that make adults with disabilities especially vulnerable to trafficking. Using case studies and interactive audience participation, audience members will practice identifying warning signs that a person is a victim of trafficking. Participants will also explore unique considerations and challenges that face survivors of trafficking who have disabilities, and the resources that are available to those survivors.

### **402 Moving Your Community Forward on the Issue of Abuse in Later Life**

*Lisa G. Furr, Program Manager, National Clearinghouse on Abuse in Later Life (NCALL)*

In this interactive workshop we will look at the intersection of the disciplines that respond to abuse in later life ways of collaborating, resources that are available for that work and funding opportunities to help.

### **403 Interviewing Victims: Key Issues and Challenges**

*Randolph Thomas, MPA, Heisler and Associates*  
*Candace Heisler, JD, Heisler and Associates*

Interviewing older victims of abuse can be challenging and will require considerable skill and patience. The interviewer’s effectiveness may well determine whether a social worker can offer services, an attorney can seek appropriate relief, a law enforcement officer can make an arrest, and a prosecutor can successfully prove a case. Using an actual interview, this workshop will focus on the key issues and elements of an effective interview. Specific attention will be paid to establishing goals, identifying special conditions that impact

the interview (i.e. environment, victim-perpetrator dynamics, physical and/or cognitive issues) and developing specific questions that support an effective interview.

#### **404 You Don't Know What You Are Missing: Enhanced Cognitive Interviewing for APS**

*Christopher Dubble, MSW, Director of Training & Director of the Institute on Protective Service, Temple University-Harrisburg*

Early in our education in Adult Protective Services we are taught the basics of interviewing. It is then not long until we walk into an individual's home who only gives us short generic answers that do little to help our investigation. We are left frustrated and doubting our own abilities. While basic interviewing techniques are important, they are often not enough to get the level of evidence from an interview that we need. Enhanced Cognitive Interviewing (ECI) is an interviewing method that has been shown to gather 40% more information out of an interview than other methods. ECI also allows investigators to better assess the validity of the information being provided. This workshop takes participants through the principles and techniques of ECI. The method is discussed in practical terms that account for the diversity of individuals interviewed by APS, time constraints on investigators and our need for trauma informed practices.

#### **405 APS Registries across the Country: Final Results from the NAPSA APS Abuse Registry Ad Hoc Committee**

*Nancy A. Alterio, Executive Director, Massachusetts Disabled Persons Protection Commission*

*Catherine Bingle, MPA, Research Specialist, Adult Protective Services, Texas Department of Family & Protective Services*

*Mariah Freark, JD, Assistant General Counsel, Massachusetts Disabled Persons Protection Commission*

NAPSA's Adult Protective Services (APS) Abuse Registry Ad Hoc Committee formed in response to inquiries from multiple states about the need to analyze available information about states' abuse registries and study the feasibility, impact, administration, cost, and benefit of state adult abuse registries. The Committee conducted a multi-stage research process, including electronic surveys and telephone interviews, to identify the states that have abuse registries, or an information system that functions as such, and to collect information about the information contained on the registry, who has access to that information, what the information is used for, and how the registry is maintained and administered. This session will present the final results of the Committee's project, and will include a panel presentation to provide a general overview of registry trends across states as well as state-specific information.

#### **406 Suspicious Activity Reports on Elder Financial Exploitation: Opportunities for Collaboration on Investigations**

*Jenefer Duane, Senior Program Analyst, Bureau of Consumer Financial Protection*

*Peter Gallagher, Assistant Attorney General, New Jersey Office of the Attorney General*

*Elaine Dodd, Executive Vice President, Fraud Division, Oklahoma Bankers Association*

The Bureau of Consumer Financial Protection, U.S. Department of the Treasury, and the Financial Crimes Enforcement Network (FinCEN) have issued a Joint Memorandum to protect older

adults from elder financial exploitation by encouraging coordination among financial institutions, law enforcement, and adult protective service (APS) agencies to improve response to and investigations of elder financial exploitation (EFE). The Joint Memorandum aims to raise awareness of the existence of Suspicious Activity Reports (SARs) and the role that they can play in aiding law enforcement's investigation of EFE cases. The Joint Memorandum provides information to law enforcement agencies on assistance with SAR-related inquiries. Collaboration is a key theme of the Joint Memorandum. The session will provide an overview of SAR's, what they are, who can have access to them, and how to access them. We will also share ideas and discuss opportunities for interagency collaboration. Two case studies and a sample fact pattern will be presented from the perspective of an older account holder, including one who reports exploitation by a family member to her financial institution.

#### **407 How to Talk about Elder Abuse**

*Julie Schoen, JD, Deputy Director, National Center on Elder (NCEA) at Keck School of Medicine of USC*

*Alyssa Neumann, Project Coordinator, National Center on Elder (NCEA) at Keck School of Medicine of USC*

Elder abuse is not an easy subject to introduce to the public. In fact, many professional organizations dedicated to matters on aging struggle to communicate effectively with their members about this issue. To address this conundrum, the National Center on Elder Abuse (NCEA) worked with the FrameWorks Institute, a communications research organization to understand and effectively shift the public's current perceptions on elder abuse. In this workshop, the NCEA will introduce aging professionals in the FrameWorks Institute's research findings and an effective communication strategy on elder abuse. We will provide attendees with communication tools and NCEA examples needed to replicate this elder abuse communication strategy with public audiences of all demographics. Using NCEA examples as well as group surveys and a flyer editing activity, the NCEA will help attendees communicate that a just society includes strengthening our supports for older people, aging in community, and identifying solutions to elder abuse.

#### **408 Preliminary Findings from NAPSA Self-Neglect National APS Survey Research**

*Holly Ramsey-Klawnsnik, PhD, Director of Research, NAPSA*

*Jason Burnett, PhD, Assistant Professor, McGovern Medical School at the University of Texas Health Science Center (UTHealth) at Houston, Division of Geriatric & Palliative Medicine (Primary) & School of Public Health, Department of Health Promotion and Behavioral Sciences; Co-Director, Texas Elder Abuse & Mistreatment Institute (TEAM); Co-Director, TEAM- Forensic Assessment Center Network*

In 2016, NAPSA was funded by the US Administration for Community Living to systematically examine self-neglect policies and practices nationwide, as well as existing research, using mixed methods and a multi-pronged approach. The goals and objectives were to significantly enhance existing knowledge regarding responses of APS and other programs to self-neglect; contribute to the developing self-neglect evidence knowledge base; and inform research, policy, and practice. The project entails three components; including national APS program survey research regarding self-neglect cases handled and program policies and procedures for doing so. A



“Self-Neglect Adult Protective Services (SNAPS) Questionnaire” was designed by our project team, administered, and completed by 100% of APS program administrators nationwide. Analysis of survey responses has led to preliminary findings. This session will be the premiere public discussion of the trends emerging. We will present key preliminary findings and engage participants in a discussion of the implications of these on APS policy, practice, and research.

#### **409 The Financial Exploitation Investigation Suite of Tools (FEIST)**

*Alan Lawitz, Esq., Director, Bureau of Adult Services, New York State Office of Children & Family Services*

*Karen Webber, MS, CPA, CFE, Webber CPA, PLLC*

This workshop will present a new tool to assist APS and its partners in the investigation of suspected financial exploitation of vulnerable adults. The tool, called the Financial Exploitation Investigation Suite of Tools (FEIST), was developed by the New York State Office of Children & Family Services, Bureau of Adult Services, in conjunction with Karen Webber, forensic accountant, under an ACL Grant to Enhance APS Practice. The FEIST consists of various steps which comprise a complete package to assist in documenting whether financial exploitation has occurred and making a referral to another agency (such as law enforcement or civil legal proceedings). Under the Grant, the FEIST was piloted by three geographically diverse APS units. The FEIST contains steps that guide APS in client interviews and observations, red flags based on the client interviews, documentation collection and review, and access to the forensic accountant for review and reports in complex cases. This workshop will describe the elements of the FEIST, the process for training and supporting APS staff in using this new resource, and case examples.

## **WORKSHOP SESSIONS 5**

### **WEDNESDAY 8/29/2018 | 3:15 PM - 4:45 PM**

#### **501 Survivors of Crime with Disabilities: What Are Their Needs and How Can We Help?**

*Mary Cerretti, Advocacy Specialist, Disability Rights Wisconsin*

People with disabilities experience crime at rates significantly higher than people without disabilities. When a person with a disability experiences a crime, there are often disability specific supports that are needed. Disability Rights Wisconsin's Victim Advocacy Program will present on the work that they have been doing throughout the state of Wisconsin helping to address the needs of victims with disabilities to obtain and maintain safety and stability in their lives. Through case examples, this DRW advocate will provide information for advocates and law enforcement and others to better identify visible and hidden issues that exist to more effectively work with clients who have disabilities.

#### **502 One Goal, Different Approaches: How APS and Domestic Violence Advocates Advance Client Safety**

*Candace Heisler, JD, Heisler and Associates*

*Lisa G. Furr, Program Manager, National Clearinghouse on Abuse in Later Life (NCALL)*

Many older victims are harmed by intimate partners, family members or caregivers. Often older victims want professionals to

help them maintain their relationship with the person who is hurting them while at the same time stopping the abusive behavior. Fear, economic insecurity, health issues and a myriad of other factors impact realistic options available to victims and the decisions they make. Enhancing victim safety is paramount for APS and domestic violence advocates. Each discipline uses its own professional lens and has different useful information and resources to offer older survivors. Using a victim-defined advocacy model, this interactive workshop will provide advocates and APS workers with practical strategies, including safety planning, to make a difference in the lives of older victims by building on their strength and resilience.

#### **503 At Home under the Dome: Strategies for Effective Legislative Advocacy**

*Carol Stamatakis, Esq., Executive Director, Senior Solutions (former NH legislator)*

Every year, legislation is proposed at the state and federal level that would impact protection and justice for vulnerable adults - for better or worse. This workshop will provide strategies for effective legislative advocacy and use actual proposed legislation to illustrate how to educate legislators or advocate a position. Examples may include guardianship, criminal or civil remedies, licensing, resident/client rights, Adult Protective Services (APS) statutes or program funding. This workshop is intended for those who work with legislators as part of their official responsibilities, those whose positions allow them to engage in legislative advocacy or those who engage in advocacy that is permissible as private citizens. We can develop relationships with policymakers that enable us to become valued advisors who they will call on when they have a question or need guidance. To do so, we must be knowledgeable and trustworthy, provide accurate information and data when needed, tell powerful stories and focus on common values. This program will provide guidance on understanding experiences and perspectives that may be very different from our own and advice and strategies for finding common ground. Each participant will have a chance to play the role of a constituent/agency representative or legislator discussing a specific bill. Constituents will develop strategies and talking points in preparation for visits with legislators and meet with a legislator to discuss the bill.

#### **504 Dementia Unpacked: Practical Observations and Interventions**

*Alexis Olson, PhD, Physical Medicine & Rehabilitation Department, UC Davis Medical Center*

*Justin Gauthier, PhD, Research & Development Center for Innovation to Implementation, VA Palo Alto Health Care System; National Center for PTSD, Dissemination & Training Division*

*Erik Lande, PhD, Insight Neuropsychology; Neuropsychologist Consultant with Ventura County APS Rapid Response Expert Team*

Most people are familiar with the term dementia. They also tend to view those affected by this condition as largely similar in disease presentation and progression. However, there are a variety of types of dementia that can have different challenges and issues. We will review a variety of neurodegenerative diseases and conditions, to gain a greater understanding of the issues unique to each type of dementia. Further, signs and symptoms of dementia are commonly misattributed to “normal aging” or psychiatric conditions, errors which result in missed

opportunities for effective treatment and intervention. In following, we will identify guide posts that help distinguish these signs and symptoms of dementia from other conditions, leading to more targeted interventions and education. In this workshop, we will provide an overview of different types of dementia and their prevalence, practice in administering a basic screening measure of dementia, and an explanation of how neuropsychological assessment can improve diagnostic clarity and inform intervention efforts. A focus of this workshop will be on practical strategies of observation and intervention across the disease process.

### **505 APS Simulation Training-Beyond the Classroom**

*Jacquelyne D. Garza, MSW, Orange County Social Services Agency (CA)*  
*Carol Kubota, LCSW, Orange County Social Services Agency (CA)*

This 90 minute workshop will provide an overview and video demonstration of APS Simulation Training as an effective training format for both new and experienced APS social work staff. Participants will be given guidelines how to create simulation role plays; design an environment which mimics what will be seen in the community and how to facilitate feedback for APS learners. A panel discussion will be available to respond to logistical questions and creatively accessing resources for effective simulation training. A step-by step project guide will be available for participants.

### **506 Elder Justice Innovation and Evidence-based Practices in California (2017 ACL Grantees)**

*Pi-Ju (Marian) Liu, PhD, Assistant Professor, University of California, San Francisco*

*Bonnie J. Olsen, PhD, Vice Chair, Academic Affairs, Department of Family Medicine, Keck School of Medicine, University of Southern California*

*Lisa Gibbs, MD, Chief, Division of Geriatric Medicine & Gerontology, Department of Family Medicine, University of California, Irvine*  
ACL's Elder Justice Innovation Grants support the development and advancement of emerging APS practices. California recently received three of these grants. The principle investigators will present their project, and form a panel to discuss and compare these innovations. The University of California, San Francisco is piloting the Identification, Services, and Outcomes (ISO) Matrix, a tool that defines actions and interventions that may reduce risk of abuse in order to increase consistency of APS practice in California. The University of Southern California will be training APS workers across California on the use of the Interview for Decisional Abilities (IDA), a semi-structured interview tool that guides workers to make judgments about clients decision making ability and leads to improved case management. They will evaluate the effectiveness of the tool, develop the evidence base for its use by APS and develop a toolkit for national dissemination. The University of California, Irvine is developing a curriculum and training for APS and community agencies on how to integrate elements of trauma-informed care (TIC) into their practice to reduce the harm caused by elder abuse. UCI is also testing integration of a case-management component into their elder abuse forensic center and enhancing counseling and legal assistance available to elders experiencing elder abuse.

### **507 Implementing and Managing an APS Centralized Intake Process**

*Lee Ann Kelly-Christenson, Deputy Director, Florida Adult Protective Services*

*Roseanna Powers, Statewide Training Director, Florida Adult Protective Services*

This workshop will present the function and operation of Florida's 24/7 "Florida Abuse Hotline" centralized intake system for processing reports of alleged abuse, neglect and financial exploitation of vulnerable adults. This includes the hotlines technological features and its capacity to receive reports via phone, fax or web reporting. Legislative history and framework will be presented to provide a background for how it was implemented. This workshop will present policy criteria (and data) on how and why intakes are accepted for investigation or why they are either screened out and referred to another organization and how information is collected and maintained. Hotline Quality Assurance activities will also be presented. This workshop will address the benefits and potential barriers for a centralized intake, as well as methods to overcome challenges of having a centralized intake unit. In addition, this workshop will present policy and data on APS case commencement activities.

### **508 Responding to Elder Abuse in Rural America**

*Shelly Jackson, PhD, Financial Fraud & Abuse Visiting Fellow, Office for Victims of Crime, U.S. Department of Justice*

*Laura Ivkovich, Policy Analyst, Office for Victims of Crime, U.S. Department of Justice*

Addressing elder abuse in rural areas poses unique challenges due in part to geographical, logistical, political, and cultural factors. Approximately 20% of older adults live in rural areas with many adult protective services agencies serving these rural communities. In this workshop, attendees will learn about the unique challenges of service providers responding to elder abuse in rural communities. Importantly, attendees also will learn of the strengths exhibited by those service providers. Attendees will learn of national efforts to address aging in rural communities, generally, and elder abuse more specifically. Finally, the workshop will provide guidance for rural communities accessing VOCA funds for rural elder abuse programs. Time will be allotted for an interactive conversation about rural issues to enable the presenters and audience to learn from one another.

### **509 The First Statewide Elder Mistreatment Telecommunication Program**

*Jason Burnett, PhD, Assistant Professor, McGovern Medical School at the University of Texas Health Science Center (UTHealth) at Houston, Division of Geriatric & Palliative Medicine (Primary) & School of Public Health, Department of Health Promotion and Behavioral Sciences; Co-Director, Texas Elder Abuse & Mistreatment Institute (TEAM); Co-Director, TEAM- Forensic Assessment Center Network*  
*John M. Halphen, MD, JD, UTHealth, McGovern Medical School, Division of Geriatric & Palliative Medicine*

Elder mistreatment, including physical abuse, caregiver and self-neglect and financial exploitation, is a critical public health problem leading to injury, hospitalization and premature death. Adult Protective Service agencies located in all 50 US states are charged with the assessment and intervention of cases of elder mistreatment. Many of the elders reported to APS have significant medical and psychiatric illness which requires evaluation by a medical professional; many are unable or unwilling to leave their homes to access this care. The situation is further complicated by geriatric and elder abuse expert workforce shortages and geographic barriers. For over 20

years geriatricians in Houston Texas have been making house calls to these mistreated older adults in an around the region. In June of 2017, UTHealth implemented the first statewide telecommunication program connecting the state APS agency and its clients to a centralized geriatric and elder abuse expert medical team for virtual in-home assessments. The team serves every region of Texas providing access to both rural and urban elderly through a specialized telecommunications portal and videoconferencing. To date over 260 seniors reported to APS have been evaluated and outcomes realized include a quadrupling of the numbers evaluated, as well as increased prosecutions, safety plans and medical and social interventions. Implications for national expansion and impact are discussed.

## **WORKSHOP SESSIONS 6**

### **THURSDAY 8/30/2018 | 9:00 AM - 10:30 AM**

#### **601 Social Security Services for Seniors and People with Disabilities**

*Lydia Chevere, Social Security Public Affairs Specialist, Social Security Administration*

Social Security touches the lives of millions of older Americans and people with disabilities. Our programs serve as a vital financial protection during times of hardship, transition, and uncertainty. As baby boomers age and an unprecedented number of Americans enter their most disability prone years, it is critical that SSA collaborate with the National Adult Protective Services Association. Join us for an interactive session about our key programs including information about the Representative Payee program. Social Security's Representative Payment Program provides financial management for the Social Security and SSI payments of our beneficiaries who are incapable of managing their Social Security or SSI payments. The presenter will answer all your Social Security questions, and explore collaborative ways to support beneficiaries.

#### **602 The Sexual Assault Response Unit at the Disabled Persons Protection Commission**

*Jaime Suvak, LMHC, Sexual Assault Response Unit, Massachusetts Disabled Persons Protection Commission*

*Erica O'Brien, Sexual Assault Response Unit, Massachusetts Disabled Persons Protection Commission*

*Bonnie Crehan, Sexual Assault Response Unit, Massachusetts Disabled Persons Protection Commission*

*Patty Quatieri, Sexual Assault Response Unit, Massachusetts Disabled Persons Protection Commission*

The widespread sexual abuse of persons with intellectual and developmental disabilities is widely recognized as a national health crisis. In 2017, the Disabled Persons Protection Commission (DPPC) launched an innovative Sexual Assault Response Unit (SARU) designed specifically to help adults with intellectual and developmental disabilities (I/DD) and others cope with the aftermath of sexual abuse. The DPPC's Sexual Assault Response Unit has 3 primary components: • Navigation services that provide basic psychoeducation and highly facilitated referrals for survivors, families and caregivers, to trauma services, including medical, legal, and trauma counseling services; • Peer Support Services that provide support to survivors from a sexual assault survivor in their own com-

munity; and • Education and outreach to self-advocates with I/DD. The Sexual Assault Response Unit is being developed with sustained input, leadership and guidance from two survivors of sexual assault with I/DD: Leigh Ann Barry and Patty Quatieri. With survivor-centered care at the forefront of the work, the voices of Ms. Quatieri and Ms. Barry anchor this innovative new program in Massachusetts. This presentation will review our first year of service, including learning points and successes. The primary purpose of the workshop is to educate protective service professionals about the needs of adult sexual assault victims with I/DD. The second purpose of the workshop is to educate professionals about the capacity of adults with I/DD to heal themselves in relation to others with I/DD through sustained and active Peer Support. During this presentation, Jaime Suvak, LMHC, Navigation Supervisor, who is helping lead the development of this groundbreaking program will discuss the needs of this population and the barriers to accessing traditional sexual assault services for this population. Erica O'Brien, Peer Support Coordinator, will discuss the development of the Peer Support Program over the last year. Patty Quatieri will describe how PEER SUPPORT services augment traditional 'professional' sexual assault services by providing real-life stories of trauma and recovery. Ms. Quatieri will share her story of how she journeyed from victim, to survivor, to Peer Support leader.

#### **603 Elder Abuse Forensic Centers: The Who, the What, and the How to Start One**

*Shawna Reeves, MSW, Director, Elder Abuse Prevention, Institute on Aging*

*Candace Heisler, JD, Heisler & Associates, Domestic & Elder Abuse Trainer & Consultant*

*Nick Levenhagen, JD, Bet Tzedek Legal Services*

*Talitha Guinn-Shaver, Multidisciplinary Team (MDT) Technical Assistant, Elder Justice Initiative, U.S. Department of Justice*

*Gloria Wong, Supervisor, Adult Protective Services, City & County of San Francisco (CA)*

Forensic centers are MDTs but not all MDTs are forensic centers. What makes a forensic center distinct from a regular MDT? Who are the players? What is the format? How are members held accountable to one another? Are all forensic centers alike? Come to this workshop to learn the answers to all these questions and more. Listen to the experiences of Forensic Center leaders, participants, and experts. Learn, ask questions, and be inspired to start your own forensic center!

#### **604 What APS Workers Need to Know about Frontotemporal, Lewy Body and Vascular Dementias**

*Kim Bailey, MSG, Program & Education Specialist, Alzheimer's Orange County (CA)*

This course for APS Workers provides an overview of the most prevalent forms of dementia other than Alzheimer's disease: frontotemporal, Lewy body and vascular dementias. Participants will learn about the etiology, symptoms, the diagnosis process, treatment options, the caregiving challenges of the various dementias and suggested responses. The course will be supplemented with video clips featuring experts who discuss the other dementias and a panel of caregivers who will share their personal experiences in this area.

## **605 Community Based Capacity Assessments:**

### **Lessons Learned**

*Stacey Wood, PhD, Scripps College*

APS social workers frequently have clients that present with poor problem solving and decision making which keeps the case from progressing and increases risk. These clients often have complex medical conditions and mental health backgrounds that may impair decisional capacity. At the same time, these clients are hesitant to visit their physicians or hospitals due to concerns regarding autonomy or simply very poor problem solving abilities. This workshop will present a model for completing in home capacity assessments to assess decision making abilities in collaboration with APS team members. Cases will highlight typical concerns (financial exploitation, self-neglect), client outcomes and suggestions for implementation of a similar approach.

## **606 Securing Savings-Working with Securities Firms to Fight Financial Exploitation & Maintain Privacy**

*Kyle R. Innes, JD, Assistant Vice President of State Government Affairs & Assistant General Counsel, Securities Industry & Financial Markets Assoc. (SIFMA)*

*Leo Bohland, Program Manager, Adult Social Work Services, Mecklenburg County DSS (NC)*

*Kari Kientzy, Supervisor, Adult Protective Services, City & County of San Francisco (CA)*

*Amanda Demas, Senior Counsel & Vice President, BMO Financial Group*  
Securities firms report thousands of cases per year to Adult Protective Services Agencies across the country. These reports will be increasing with new federal rules (effective earlier this year!) that provide securities firms with new tools to protect their aging clients and give APS a cornerstone role in the process. This workshop will discuss the new authority given to both securities firms & APS, and take a deep-dive into promising & emerging practices that allow industry & APS to better communicate within the confines of existing privacy protections.

## **607 Los Angeles County – Critical Missing Persons- Los Angeles County Approach – BOLOH**

*Veronica Sigala, Program Manager, APS Program & Planning Division, Workforce Development, Aging & Community Services of Los Angeles County (CA)*

An increasingly alarming number of individuals suffering from cognitive impairment or intellectual disabilities go missing each year in Los Angeles as well as in most jurisdictions in the State of California. Unfortunately, there appears to be no state-wide or local system or protocols in place that comprehensively manages incidents involving individuals with Alzheimer's and other related dementias, or children with Autism who have eloping/wandering tendencies. On February 28, 2017 the Los Angeles County Board of Supervisors filed a Motion involving numerous County, City and private agencies as well as multiple stakeholders came together to form a task force charged to explore and evaluate current first responder and related practices and opportunities that will help prevent these individuals from going missing as well as reduce the number of vulnerable people who are missing and locate people quickly when they go missing. These efforts were spearheaded by Los Angeles County, Workforce Development and Aging and Community Services – Adult Protective Services Program in close collaboration with local law enforce-

ment, fire departments, mental health agencies, health services, regional centers and experts in the field of Autism and Alzheimers. For 10 months the task force focused on the following: • Identify and explore the best available technology/tracking devices • Review first responder training in Los Angeles County in the area of response to incidents involving cognitively impaired or intellectually disabled individuals • Identify and develop a community outreach program • Estimate costs and report back on task force findings A conceptual model was developed that aided in guiding the task forces work in Protect-ing Locating and Identifying the vulnerable adults utilizing the four identified domains to accomplish these goals. These domains include: Coordination, Technology, Education and Training and Social Engagement. The task force ultimately identified 17 key strategy recommendations that are in need of implementation in order for the County to truly address the rise in elopement in the Los Angeles Region. Additionally it was determined that this is a cross-jurisdictional matter due to the fact that wanderers can easily cross county boundaries in a matter of minutes. Statewide collaboration and awareness is critical to resolving this solvable societal issue.

## **608 Thinking about APS Structure: A Workshop for APS County Administrators, Part 1**

*Karl Urban, MA, Lead - National APS Technical Assistance Resource Center, WRMA, Inc.*

*Mary Twomey, MSW, Aging Services Program Specialist, Office of Elder Justice and Adult Protective Services, U.S. Administration for Community Living*

“Structure drives behavior” is one of the key principles of system thinking. This workshop will explore the key structures in APS programs to provide county-based APS administrators a framework for thinking about how to improve the effectiveness of their APS programs. Working as a catalyst for improvement, the Administration for Community Living has sponsored two projects that have prompted examination of the basic structure and approach of APS programs around the country: development of National Voluntary Consensus Guidelines for APS Systems (Guidelines) and implementation of the first national program evaluation of APS. Both projects ask: What is the ideal way to structure APS programs? The evaluation project developed the first of its kind APS Logic Model to present, in one page, the relationship between key components of APS programs. The Guidelines present, in a structured format, policy and practice that are considered ideal by APS experts. Using the Guidelines and Logic Model as a framework, this session will engage the audience in an extended dialogue about what are ideal structure, policy and practice in APS and the implications for local APS programs. (Note: this workshop is similar to the APS Structures workshop at last year's conference but is revised to focus on the needs of county- based programs, although state program administrators could benefit as well.)

## **609 Trauma & Victims of Elder Abuse, Part 1**

*Misty Boldt, LSW, Elder Abuse Prevention Program, Lifespan of Greater Rochester (NY)*

Trauma and Victims of Elder Abuse Trauma experienced as a child or an adult can have an ongoing impact on physical and social well-being throughout the lifespan. It can result in diminished functioning, vulnerability to abuse, and poor mental health. For those who work with elder abuse victims, it is



essential to understand the role of past and current trauma in the lives of clients to support them competently. In this workshop Misty Boldt, LMSW, social worker in Lifespan of Greater Rochester's Elder Abuse Prevention Program, will discuss her work with elder abuse victims as a NYS Office for the Prevention of Domestic Violence Ursula Forem Fellow. She will discuss the different forms trauma can take, how the experience of traumatization can affect older persons and will present a Life Event screening tool she has developed to identify trauma among victims of elder abuse. She will also discuss how human services workers and agencies can be trauma-responsive and how they can help older victims address their own traumatization.

## **WORKSHOP SESSIONS 7**

### **THURSDAY 8/30/2018 | 10:45 AM - 12:15 PM**

#### **701 Training Persons with Developmental Disabilities about Abuse in MA: Preliminary Evaluation Findings**

*Victoria W Pattinson, MA, School of Sociology and Social Policy, University of Leeds (England)*

Awareness and Action is a training in which teams comprised of persons both with disabilities and without disabilities educate persons with developmental disabilities and support persons about how "recognize, report, and respond" to abuse; this was created by the Massachusetts state adult protection agency, the Disabled Persons Protection Commission (DPPC), in consultation with adult protection practitioners, support persons, and importantly persons with disabilities. The presenter is currently completing this realist evaluation as doctoral research for a PhD in Social Policy at the University of Leeds (England), funded by the Economic and Social Research Council. The aim is to elucidate how the Awareness and Action training facilitates opportunities for particular participants with developmental disabilities conceptualized as in distinct states of vulnerability to develop specific capacities to respond to abuse with what violence prevention outcomes. Six hypotheses are being empirically tested with: thematic analysis of the educational curriculum; secondary data analysis of the DPPC's violence reporting database; participant observation of trainings facilitated; realist interviews with stakeholders including, adult protective service professionals, trainers, and trainees. The purpose of this workshop is to share preliminary evaluation findings, particularly which can have relevance for other similar adult protection educational trainings.

#### **702 Enhancing Collaboration on Domestic Violence in Later Life Cases**

*Lisa Furr, Program Manager, National Clearinghouse on Abuse in Later Life (NCALL)*

*Candace Heisler, JD, Heisler and Associates*

Have you struggled to work effectively with advocates, APS or other professionals on a domestic violence in later life case? Do you aspire to have better collaboration among professionals who work with older survivors abused by intimate partners, family members or caregivers? During this interactive workshop, participants will explore a case of domestic violence in later life by walking in the shoes of a professional from a discipline other than their own. Guiding principles, ethical guidelines and

statutes that impact service delivery will be discussed. Participants will examine confidentiality guidelines that are crucial for victim safety but may limit information sharing. By better recognizing and understanding each other's roles, responsibilities and services, participants will identify strategies to improve collaboration between victim advocates, APS workers and other professionals.

#### **703 Overcoming Barriers to Successful Investigation and Prosecution of Elder Abuse**

*Paul Greenwood, JD, Retired Deputy District Attorney, Elder Abuse Division, San Diego District Attorney's Office (CA)*

Paul Greenwood will draw upon his 22 years of prosecuting felony elder abuse cases to point out common misconceptions that often hinder successful investigations. APS case workers all over the country are often frustrated by the negative response from a detective or prosecutor. Learn how to offer persuasive reasons to a skeptic so that more perpetrators can be held accountable.

#### **704 Understanding Dementia-Related Changes in Communication and Behavior**

*Kim Bailey, MSG, Program & Education Specialist, Alzheimer's Orange County CA*

This course is designed to provide a better understanding of Alzheimer's disease and related dementia, and how changes in the brain and body resulting from this disease impacts an individual's behaviors and ability to communicate. Practical techniques will be provided that enhance effective communication by APS workers and family members and reduce or prevent challenging behaviors associated with dementia.

#### **705 Support and Coaching of New APS Workers: The San Diego County Yearlong Training Academy**

*Carlos Morales Stevens, MEd, Adult Protective Services Supervisor, Aging and Independent Services, County of San Diego Health and Human Services; Coordinator, San Diego County Elder and Dependent Adult Death Review Team*

*Elizabeth "Penny" Jacobo, LCSW, Adult Protective Services Supervisor, Aging and Independence Services, County of San Diego Health and Human Services*

The workshop would show data and provide detailed and practical information on the development of the APS Training Academy model and the benefits it has brought to the program by preparing, coaching and supporting new investigators while they are case carrying and working in the field. For a number of years San Diego County APS has been having low turn-over of staff and very few positions have been added. As a result it has not been feasible to hold an extended APS Induction Academy, and training has been left in the hands of the unit supervisors resulting in a lack of consistency and dependent on the individual supervisor's availability and workload. In response, an APS Training Supervisor was hired and the APS Initial Training Academy was created. This training model is part support group, part coaching and part training and the curriculum is based on the National Adult Protective Services Core Competency areas and on the specific needs of training APSS workers in the activities of APS in San Diego County. It is based on a rolling calendar where new staff can be added whenever they are hired and complete the program in one year.

## **706 Historical Trauma in AI/AN Communities: Elder Abuse & Barriers to Service**

*Keeley Frank, LGSW, National Center for Victims of Crime*

*Kaylana Gates, National Center for Victims of Crime*

Presenters will lead a discussion on the role of historical trauma in the lives of American Indian/Alaskan Native elders and how this may impact rates of elder abuse and victimization. Participants will be provided with an overview of the current statistics on elder abuse in Tribal communities as well as what resources are available for victims. Additionally, presenters will cover unique considerations that may arise when working with elders in Native American/Alaskan Native communities.

## **707 Los Angeles County – Tax-Defaulted Properties of Vulnerable Seniors and Dependent Adults Task Force**

*Richard Franco, Program Manager, Adult Protective Services Line Operations Division, Workforce Development, Aging & Community Services of Los Angeles County (CA)*

The Los Angeles County – Tax-Defaulted Properties of Vulnerable Seniors and Dependent Adults Task Force, aka the Treasurer and Tax Collector Joint Task Force, is a collaborative effort of County Departments including the Treasurer and Tax Collector (TTC), Workforce Development, Aging and Adult Services Branch (WDACS)/Adult Protective Services Program (APS) and the Department of Consumer and Business Affairs (DCBA). The primary objective of the Task Force is to assist seniors and dependent adults whose properties are subject to tax sale due to delinquent property taxes of five or more years and to ensure a process in which seniors and adults with special needs might require assistance in understanding and meeting their property tax obligations be provided with information such as payment plan options, financial assistance programs and social services referrals. Additionally, this process also helps identify those individuals that may suffer from cognitive or mental health impairment and therefore incapable of handling his/her own affairs. This is accomplished by designated social worker and investigator staff who conduct face-to-face interview assessments with homeowners that have been identified by TTC. If an individual is identified as having impairment, the staff will make recommendations to the TTC to have the property removed from the auction block until further assessment and services could be implemented. Since the inception of this LA County project of 2004, the task force has succeeded in providing one on one personal notification to a large percentage of homeowners identified by the Treasurer Tax Collector's Office as severely delinquent and in default of their property taxes. Additionally, the percentage of vulnerable senior/dependent adult proper-ties/parcels that were removed from auction due in part to the actions of the Task Force continues to be at 100%. Therefore no homes belonging to vulnerable seniors or dependent adults identified thru this process have lost their homes due to the County Auction process. In 2009, the TTC project won a top ten award from the County's Productivity and Quality Commission.

## **708 Thinking about APS Structure: A Workshop for APS County Administrators, Part 2**

*Karl Urban, MA, Lead - National APS Technical Assistance Resource Center, WRMA, Inc.*

*Mary Twomey, MSW, Aging Services Program Specialist, Office of Elder Justice and Adult Protective Services, U.S. Administration for Community Living*

"Structure drives behavior" is one of the key principles of system thinking. This workshop will explore the key structures in APS programs to provide county-based APS administrators a framework for thinking about how to improve the effectiveness of their APS programs. Working as a catalyst for improvement, the Administration for Community Living has sponsored two projects that have prompted examination of the basic structure and approach of APS programs around the country: development of National Voluntary Consensus Guidelines for APS Systems (Guidelines), and implementation of the first national program evaluation of APS. Both projects ask: What is the ideal way to structure APS programs? The evaluation project developed the first of its kind APS Logic Model to present, in one page, the relationship between key components of APS programs. The Guidelines present, in a structured format, policy and practice that are considered ideal by APS experts. Using the Guidelines and Logic Model as a framework, this session will engage the audience in an extended dialogue about what are ideal structure, policy and practice in APS and the implications for local APS programs. (Note: this workshop is similar to the APS Structures workshop at last year's conference but is revised to focus on the needs of county-based programs, although state program administrators could benefit as well.)

## **709 Trauma & Victims of Elder Abuse, Part 2**

*Misty Boldt, LSW, Elder Abuse Prevention Program, Lifespan of Greater Rochester (NY)*

Trauma and Victims of Elder Abuse Trauma experienced as a child or an adult can have an ongoing impact on physical and social well-being throughout the lifespan. It can result in diminished functioning, vulnerability to abuse, and poor mental health. For those who work with elder abuse victims, it is essential to understand the role of past and current trauma in the lives of clients to support them competently. In this workshop Misty Boldt, LMSW, social worker in Lifespan of Greater Rochester's Elder Abuse Prevention Program, will discuss her work with elder abuse victims as a NYS Office for the Prevention of Domestic Violence Ursula Forem Fellow. She will discuss the different forms trauma can take, how the experience of traumatization can affect older persons and will present a Life Event screening tool she has developed to identify trauma among victims of elder abuse. She will also discuss how human services workers and agencies can be trauma-responsive and how they can help older victims address their own traumatization.

# **WORKSHOP SESSIONS 8**

## **THURSDAY 8/30/2017 | 3:00 PM - 4:30 PM**

### **801 Nothing Beats Good Data: Importance of an Electronic Database to Conduct a Needs Assessment and Track Service-Use among Patients At-Risk of Self-Neglect**

*Farida K. Ejaz, PhD, LISW-S, Senior Research Scientist, Benjamin Rose Institute on Aging*

*Courtney Reynolds, MA, MSSA, LSW, Research Analyst, Benjamin Rose Institute on Aging*

Benjamin Rose Institute on Aging (BRIA) is collaborating with Texas Adult Protective Services and WellMed Charitable Foundation on a federal grant to prevent self-neglect (SN) and other types of mal-treatment in adult primary healthcare patients. Selected patients have risk factors for SN which includes depression, substance abuse and physical and cognitive impairments. Patients are randomized to intervention and control groups. BRIA developed an Access database to track information from study participants. Patients complete two interviews, at baseline and four months later. For the intervention group, social workers conduct the interviews in patients' homes, develop a care plan and follow patients' over four-months to examine service use, address barriers and changing needs. The control group receives "usual" care that includes interviews at the clinic or by telephone, but do not receive care planning or follow-up contacts. The database consists of four sections. The first two are common to the intervention and control groups. Section 1 involves obtaining consent and a cognitive screen. Based on the cognitive score, patients get a full or simplified interview in Section 2. Sections 3 and 4 are applicable only to the intervention group and include an in-home assessment for SN and mistreatment, followed by care planning and regular contacts. Case studies will be used to demonstrate how sections were completed in the field. Researchers use the data to analyze commonly occurring needs among SN patients, service referrals, and outcomes for both groups. The database can be adapted for use in a variety of ways and settings.

## **802 Elder Abuse Case Review MDTs: A National Perspective**

*Talitha Guinn-Shaver, Elder Abuse Multidisciplinary Team (MDT) Technical Assistant, Elder Justice Initiative, U.S. Department of Justice*  
This session will highlight elder abuse case review multidisciplinary teams (MDTs) as a best practice in addressing elder abuse. Information will be presented on the services and resources available through the MDT Technical Assistance Center at the Elder Justice Initiative within the US Department of Justice. Participants will gain a better insight into the structure and functions of MDTs, learn about best practices for implementing an MDT, and will discuss common challenges and barriers experienced by MDT.

## **803 Overview of Public Guardian, Public Conservator Services in California**

*Scarlet Hughes, MSW, Executive Director, CA Association of Public Administrators, Guardians, and Conservators*  
This workshop will present a basic overview of California Probate and LPS Conservatorship programs. It will cover the criteria for each type of Conservatorship, the referral process for both, and the various laws and legal procedures that govern the duties and responsibilities of the Public Guardians, and Public Conservators in each county. The course will also provide information on the various powers and authorities granted the Public Guardians and Public Conservators over the Conservatee's estate, medical and psychiatric treatment, and general care.

## **804 See Something, Do Something: Describing, Documenting, and Sharing Suspicious Injuries**

*Jeanine Yonashiro-Cho, PhD, MSG, Leonard Davis School of Gerontology, University of Southern California*  
*Diana C. Homeier, MD, Associate Professor of Internal Medicine & Family Medicine and Medical Director of the Adult Protection Team, Keck School of Medicine, University of Southern California*  
*Zachary D. Gassoumis, PhD, Research Assistant Professor of Gerontology and Co-director of the Secure Old Age Lab, Leonard Davis School of Gerontology, University of Southern California*

Relatively little research has been conducted to assist APS workers and other professionals in elder mistreatment to differentiate between abuse-related and accidental or incidental injuries. This task is especially difficult when working with older adults, who often experience age-related changes and use medications that make them more susceptible to accidents and alter injury presentation and severity. This work-shop will discuss findings from a recent study that documented injuries in both APS clients who had experienced physical abuse and non-APS clients seen in an outpatient geriatrics clinic. Injury characteristics more commonly found among abuse victims will be described, and participants will learn ways they can document suspicious injuries and seek support from other elder abuse, medical, and legal professionals. As professionals on the front lines of elder mistreatment detection and intervention, APS workers play an essential role in assessing the health and well-being of their vulnerable older adult clients. They interact with clients who would otherwise never seek support or assistance from formal health and social services systems as well as victims who are unable to disclose their abuse due to physical, cognitive, or dependency-related issues. In such cases, APS workers are uniquely positioned to detect, document, and encourage clients to seek care for injuries suspicious for abuse. This work-shop will provide an information-based approach to distinguishing suspicious injuries from accidental injuries, which can help inform APS practice.

## **805 Common Sense Strategies for Protecting Ourselves from Secondary Trauma**

*Cathy Wood, Program Field Representative for Adult Protective Services, Oklahoma Department of Human Services*  
*Gail Wettstein, JD, Director of Adult Protective Services, Oklahoma Department of Human Services*

Secondary Traumatic Stress is the emotional duress that results when an individual hears about the firsthand trauma experiences of another. Its symptoms mimic those of post-traumatic stress disorder (PTSD). People enter Adult Protective Services because they want to make a difference, but Secondary Traumatic Stress can negatively impact the quality of services APS workers provide and it can affect their personal lives. This workshop will address the risk factors for developing Secondary Traumatic Stress, the warning signs in three domains, and the steps for protecting one's self from secondary trauma.

## **806 Everyday Ethics**

*Amber Hebert, MSW, Louisiana Office of Aging and Adult Services*  
New social service practitioners sometimes see ethics as black and white- clear lined. As we begin to practice and gain exposure to the multitude of daily ethical dilemmas, we realize that many situations are not clear or simple. This workshop will explore ethical grey areas- those dilemmas without a clear right and wrong answer. The presenter will use a collection of professional ethics standards as well as the NAPSA Code of Ethics to guide decision-making strategies.

## **807 Opening the Door to Engagement**

*Amanda Notto, APS Training Specialist V & Curriculum Developer, Center for Learning & Organizational Excellence (CLOE), Texas Department of Family and Protective Services*

*Lesley Williams, APS Training Specialist V & Lead Curriculum Developer, Center for Learning & Organizational Excellence (CLOE), Texas Department of Family and Protective Services*

*Geoff Rogers, BA, Director of Learning and Development, Brookdale Center for Healthy Aging*

During this workshop, we will discuss "Opening the Door to Engagement." The overall goal of this training is focus narrowly on the dynamics of engagement, to assume a basic familiarity with elder abuse, and to focus on the art of engaging older adults, people with disabilities, and others in the context of responding to a report of abuse, neglect, and exploitation. Engagement means getting to know individuals and listening to their views, feelings and experiences. It is not merely seeking answers to the questions you have about their present safety or any abuse that may have occurred, but getting information about needed change or support. Engagement includes building a trusting, professional relationship with the purpose of eliciting information that will help you help the client. Engagement is a constant, ongoing process. It begins from when you first get assigned a case, to when you go on your first visit, and continues until the case is closed. Academic partners in NYC collaborated with Texas APS administrators and providers to adapt the training to the Texas APS landscape, which involves different laws and procedures; distinct training guidelines; work in rural and semi-rural, in addition to urban environments; and varying worker safety concerns. We will also describe the year-long collaboration between the Texas APS Training administrators, NYC academic gerontology center trainers, and a NYC School of Social Work professor of adapting the training to meet the realities and needs of the Texas APS landscape. We discuss the challenges and opportunities of such multi- institution, cross- state collaborations for addressing training and resource gaps and developing more effective programs and policies for affected elders.

## **808 San Diego County Elder & Dependent Adult Abuse blueprint - 22 years in the making**

*Paul Greenwood, JD, Retired Deputy District Attorney, Elder Abuse Division, San Diego District Attorney's Office (CA)*

*Scott Pirrello, Deputy District Attorney, Elder Abuse Division, San Diego County District Attorney's Office (CA)*

Retired Deputy DA Paul Greenwood and current Deputy DA Scott Pirrello will explain the recently released San Diego County Elder & Dependent Adult Abuse Blueprint which has been 22 years in the making. This working document has been drafted for use by law enforcement, APS, paramedic first responders, prosecutors and dispatchers. Additionally, the County of San Diego is launching various County-wide initiatives through the newly established Elder Protection Council. This presentation will emphasize the need for a coordinated caring community response to the ever growing problem of elder and dependent adult abuse.

## **809 Implementing SB 196 - APS Initiated Restraining Order (APSO)**

*Barry L. Dewing, MA, MFT, Regional Manager, Adult Services Division and In-Home Supportive Services, Riverside County DPSS (CA)*

*Julie Orozco, LCSW, Regional Manager, Adult Services Division, Riverside County DPSS (CA)*

*Michaela William, Community Program Specialist, Adult Services Division, C.A.R.E. Program, Riverside County DPSS (CA)*

*Raymond M. Mistica, JD, Office of County Counsel, County of Riverside (CA)*

Senate Bill 196, now referred to as the APS Initiated Restraining Order (AIRO), passed in 2015 and became effective July 1, 2016. This legislation allows an APS agency to file a Request for Elder or Dependent Adult Abuse Restraining Order (EA-100) on behalf of a client who has suffered abuse and has provided an additional tool for APS to ensure the protection of its most vulnerable clients. Riverside County Adult Protective Services will present on the implementation of SB 196, implementation/ filing considerations, as well as challenges and lessons learned.