



**30th Annual National Adult  
Protective Services Association  
Conference  
and  
1st National “Bridges to Justice”  
Conference**

August 19 – 21, 2019

Omni Interlocken Resort | Denver, CO

*Conference Partner*

Colorado Department of Human Services

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# Host Hotel

## Omni Interlocken Resort | Denver, CO

The award-winning Omni Interlocken Hotel provides a luxurious retreat between Boulder and Denver. Nestled against the backdrop of the Rocky Mountains, this hotel in Broomfield offers a wealth of on-site experiences. Golfers will love the challenging championship courses, boasting striking scenery and more than 400 feet of elevation changes, while wellness enthusiasts can escape to a sanctuary of relaxation at Mokara Spa. Unwind at one of two outdoor pools before taking a dip in the whirlpool for the ultimate relaxation.



Business professionals will truly be impressed by the elegant meeting venues and thoughtful services to encourage productivity and achieve success.

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



# CONFERENCE SCHEDULE AT-A-GLANCE

## Monday August 19, 2019

8:00 AM - 11:30 AM	Convene
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

## Tuesday August 20, 2019

8:30 AM - 10:00 AM	Workshop Sessions 3
10:30 AM - 11:30 AM	General Session 1
11:30 AM - 1:30 PM	Awards Luncheon <i>(Lunch Provided)</i>
2:00 PM - 3:30 PM	Workshop Sessions 4
3:45 PM - 5:15 PM	Workshop Sessions 5
5:30 PM - 7:00 PM	Post-conference Session

## Wednesday August 21, 2019

8:30 AM - 10:00 AM	Workshop Sessions 6
10:30 AM - 12:00 PM	General Session 2
12:00 PM - 1:30 PM	Lunch <i>(On Your Own)</i>
1:30 PM - 3:00 PM	Workshop Sessions 7
3:15 PM - 4:45 PM	Workshop Sessions 8
5:00 PM - 5:30 PM	Closing Remarks

## Thursday August 22, 2019

8:30 AM - 12:30 PM	10th Annual Summit on Elder Financial Exploitation <i>(Additional Charge)</i>
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# REGISTRATION FEES

NAPSA Member ( <i>Early Discount</i> )*	\$450
Non-Member ( <i>Early Discount</i> )*	\$525
NAPSA Member	\$525
Non-Member	\$575
Elder Financial Exploitation Summit	\$175

\*Early price is available until Wednesday, July 31, 2019 at 12:00 AM ET



## 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).

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





## **1<sup>st</sup> Annual Convening to develop a national vision to address sexual abuses against persons with disabilities**

**NAPSA Pre-Conference**  
**August 19, 2019 - Denver, Colorado**  
**8:00 am – 11:30 am**  
**Cost: \$75**

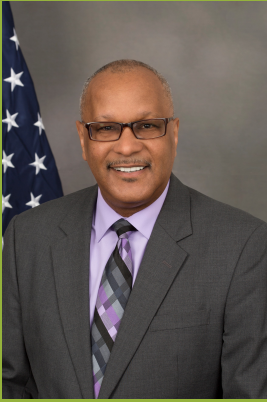
The Convening is a pre-conference discussion with self-advocates and stakeholders, to develop a national vision and plan to address sexual abuses against persons with intellectual and developmental disabilities. Be a part of this premier opportunity for stakeholders from various disciplines including disability services, advocacy groups, social services, adult protective services, law enforcement, health care providers as well as state and federal agencies to take part in a national conversation to:

- Address the complexities of sexual abuse against persons with disabilities
- Discuss strategies to prevent, identify and support sexual assault victims with disabilities
- Learn about trauma-informed care and innovative Peer Support practices
- Generate ideas how to move trauma-informed care forward
- Hear about promising practices

The Convening is provided through a partnership between National Peer Support Leaders, Building Partnerships for the Protection of Persons with Disabilities Initiative (BPI), MA Disabled Persons Protection Commission (DPPC), California Board Resource Center (BRC) and the National Adult Protective Services Association (NAPSA).

# Keynote Speakers

**Monday, August 19, 2019**



Deputy Assistant Secretary for Aging, **Edwin Walker** will provide updates on the exciting ways the Administration for Community Living supports Adult Protective Services. Get the latest updates on the National Adult Maltreatment Reporting System, progress towards the newly revised voluntary consensus driven APS Guidelines, APS Enhancement Grants, Older Americans Act Reauthorization and much more!

**Tuesday, August 20, 2019**

**Andy Mao**, the Coordinator of the Department of Justice's Elder Justice Initiative, will provide an overview of the Department's efforts and explore areas for greater collaboration and coordination of elder justice efforts.



**Wednesday, August 21, 2019**



**Forging Strategic Alliances with Disability Advocates** This panel presentation will highlight how Adult Protective Services and other government agencies can effectively partner with disability advocates and organizations. Discussion will focus on strategies for achieving shared legislative and public policy goals.



Panelists:

**Carol Stamatakis** (Executive Director Senior Solution) **Kathy Bates** (Owner, Wings and Wheels Consulting Services) **Patty Quatieri** (Peer Support Leader) **Nancy Alterio** (Executive Director Commonwealth of Massachusetts Disabled Persons Protection Commission)



# WORKSHOP SESSIONS 1

## MONDAY 8/19/2019 | 1:45 PM - 3:15 PM

### **101 - The Administration for Community Living Programs: Protecting All from Abuse and Neglect**

*Ophelia M. McLain, DHA, Administration on Intellectual and Developmental Disabilities*

*Hilary Dalin, Administration for Community Living*

The Administration for Community Living is invested in ensuring all individuals live free from abuse and neglect and have access to resources in situations where they need protection. This session will provide an overview of ACL's aging and disability programs with particular emphasis on programs that work in a variety of ways to protect older adults and people with intellectual and developmental disabilities. Participants will receive updates from Administration on Aging, Office of Elder Justice and Adult Protective Services staff related to APS. They will also learn about programs funded by the Administration on Disabilities, including University Centers for Excellence in Developmental Disabilities, Protection and Advocacy Systems, State Councils on Developmental Disabilities, and Centers for Independent Living. Participants will also learn about joint efforts in ACL to promote supported decision making and best practices in guardianship.

### **102 - Awareness & Action: Educating Persons with Disabilities to Recognize, Report and Respond to Abuse**

*Jennifer Edwards-Hawkins, Disabled Persons Protection Commission*

*Anne Monti, Disabled Persons Protection Commission*

*Susan Moriarty, Massachusetts Advocates Standing Strong*

*Pauline Bosma, Massachusetts Advocates Standing Strong*

This workshop introduces and demonstrates the Awareness and Action (A&A) Trainer Guide and Curriculum developed for and by persons with intellectual and developmental disabilities and others on recognizing, reporting and responding to abuse. The A&A curriculum, taught by a team of 3-5 people with and without disabilities, involves participants in the most active learning process possible. It includes many types of instructional aides geared to reach persons with a variety of learning styles and abilities so information is accessible to and understood by all participants. Teaching people about recognizing, reporting and responding to abuse will empower and help keep them safer in their daily lives. The workshop includes various interactive activities led by an A&A training coordinator and self-advocate trainer. Participants will review the A&A Trainer Guide which provides all A&A trainers with the necessary skills, attitudes and knowledge to teach the challenging topic of abuse to a very diverse group of people. The guide contains training tips, preparation guidelines, information on facilitation, but most importantly an understanding that this topic can be emotional and affects both trainers and participants. An A&A Participant Workbook and training video which reinforce learning post training will be available for review. Through examination and discussion of all training materials, participants will acquire the necessary understanding to replicate this training in their state. Careful and sensitive training, provided by individuals with and without disabilities, is the first step in breaking down barriers to reporting abuse and thereby enabling people with disabilities to live meaningful lives within their communities.

### **103 - Evidence-Based Advances: Interview for Decisional Abilities,**

### **APS Outcomes, and Trauma-Informed Care**

*Pi-Ju (Marian) Liu, Purdue University*

*Bonnie J. Olsen, University of Southern California*

*Lisa Gibbs, University of California, Irvine*

ACL's Elder Justice Innovation Grants support the development and advancement of emerging APS practices. California received three of these grants in 2017. The principle investigators will present their project, and form a panel to discuss and compare these innovations. The University of Southern California trains APS workers 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. Findings from a randomized control trial evaluating the reliability and validity of the tool and associated training strategy will be presented along with implications for APS practice. Purdue University pilots the Identification, Services, and Outcomes (ISO) Matrix in San Francisco and Napa, a tool that defines indicators of abuse and interventions in order to increase consistency of APS practice. Findings suggested that referrals and services reduce risk of some types of abuse, and factors impacting services effectiveness will be discussed. The University of California, Irvine developed 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 also tests integration of a case-management component into their Elder Abuse Forensic Center and evaluated the legal services available to elder abuse survivors in Orange County.

### **104 - Implementation of a Mobile Work Environment for Adult Protective Services Staff**

*Thomas McGeorge, LCSW, PMP, City & County of San Francisco, Department of Aging and Adult Services*

Over the past two years the City & County of San Francisco, Department of Aging and Adult Services has implemented a mobile workforce for its Adult Protective Services staff. San Francisco is a large urban environment where office costs and staff commute time, and costs are high. In order to reduce costs and time for both the Department and employees a mobile work option has been created for staff. This workshop will highlight the stages of the project implementation and highlight the benefits and hurdles. Findings from calendar review, space changes and staff surveys will highlight why a mobile environment is beneficial for Adult Protective Services Staff. A component of a mobile environment is setting performance and quality standards for staff. We will review these standards and determine how they have been maintained throughout the project implementation.

### **105 - Improving Your Investigative Skills: Interviewing Alleged Perpetrators/Suspects**

*Candace Heisler, JD, Heisler and Associates*

While both APS and law enforcement interview alleged perpetrators/suspects, there are differences in their goals, focus, and approach. These differences can create conflicts when joint interviews and protocols are considered. This workshop will balance discussions highlighting differences and potential conflicts with exploring defenses and justifications, addressing barriers to disclosure, defusing volatility, and overcoming resistance. Finally, the session will discuss the importance and key components of documenting the interview.

## **106 - Knowing Your Options: Understanding Legal Guardianship and Less Restrictive Alternatives**

*Erica Costello, JD, Indiana Supreme Court*

*Melissa Keyes, JD, Indiana Disability Rights*

Guardianship involves a legal proceeding to appoint a person to take care of individuals whom the court has determined are not capable of taking care of themselves. It is legal substituted decision-making and affects the lives of many vulnerable adults. This presentation will provide information to adult protective services staff, and other professionals working with vulnerable adults, on the concepts of legal guardianship, including: 1) what is guardianship; 2) how guardianships are obtained; and 3) how guardianships affect vulnerable adults. This presentation will also provide information on existing alternatives to guardianship, including supported decision-making, which enables adults to choose other persons they trust to help them make important life decisions. In supported decision-making, the adult retains the legal right to make decisions and have those decisions recognized. Supported decision-making concepts can also be used in existing guardianships as a way to practice decision-making skills that may lead to the restoration of rights. Finally, attendees will be provided with information on Indiana's Working Interdisciplinary Networks of Guardianship Stakeholders (WINGS) judicial reform grant project. The goal of the project is to reduce the need for guardianships through the use of supported decision-making, and other less restrictive alternatives. This project began on June 1, 2017, and is currently being implemented in the Wayne Superior Court, Wayne County, Indiana. At the end of the grant project, there will be a working model for supported decision-making that could be implemented in other communities.

## **107 - Personal Safety on the Job Part 1**

*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.

## **108 - SPRiNG Alliance Shelter Movement: Expanding Shelter Options for Abused and Neglected Older Adults**

*Tovah Kasdin, J.D., ElderSAFE Center*

*Joy Solomon, Esq., The Weinberg Center for Elder Justice*

*Chrissy Swanson, NHA, SavaSeniorCare*

*Tracy Munson, MSW, El Paso County DHS*

This workshop will highlight the coalition of shelters for abused and neglected older adults across the United States—the SPRiNG Alliance—and how this movement has greatly expanded over the last decade. These diverse shelter models provide emergency and temporary housing in the following settings: skilled nursing, assisted living, independent living, and foster homes. The shelter movement is a central component of a coordinated community response, working closely with multidisciplinary partners such as: Adult Protective Services, specialized police and prosecutor units, first responders, social

service agencies, anti-violence programs, hospitals, and faith leaders to assist the various and complex needs of these vulnerable adults. In this workshop, the SPRiNG Alliance coalition partners from three different programs and in three different stages of development (less than five years, five years, and over ten years) will share their guidance for creating strong multidisciplinary partnerships to create shelter options as well as share lessons learned to assist new and emerging shelter communities.

## **109 - Taking Action: Assisting Older Victims of Financial Fraud**

*Laura Cook, National Center for Victims of Crime*

*Keeley Frank, National Center for Victims of Crime*

*Christine Kieffer, FINRA Investor Education Foundation*

Millions of Americans become victims of financial crimes every year. This training will walk you through the accessible, victim-centered approaches for assisting victims of financial fraud. Learn step-by-step strategies for addressing four major types of financial crime: identity theft, investment fraud, mortgage and lending fraud, and mass marketing scams. We will also discuss financial exploitation, and focus on common schemes that target older adults. We will discuss specific and concrete action steps that can be taken to address these crimes, along with a multitude of resources available to victims.

# **WORKSHOP SESSIONS 2**

## **MONDAY 8/19/2019 | 3:30 PM - 5:00 PM**

## **201 - Breaking Down the Silos, A Collaborative Response to Mis-treatment of At-Risk Adults**

*Charles Szatkowski, Colorado Springs Police Department*

*Tracy Munson, Supervisor Adult Protective Services*

*Scott Bartlett, Ombudsman Pikes Peak Area Council of Governments*

*Shana Leeper, The Resource Exchange*

Research shows one in ten older adults (called at-risk adults in Colorado) are victims of abuse, neglect, and/or financial exploitation every year. Abuse cuts across all demographic groups, and causes untold suffering. Many of these victims live their last years impoverished, injured, neglected, and in fear. In many cases there is little effective protection, attention, or help from any system. A staggering 1 in 24 cases of abuse of older victims are not reported or known to any service network. Many of the reported situations are complex, involving co-occurring abuse types requiring responses from multiple systems. Those responding to elder abuse often operate in silos, unaware of parallel investigations and unable to access the knowledge and resources needed to respond effectively. Professionals working in isolation are often hampered by the limits of their own expertise and authority. Thus, gaps in care or service duplication often occur. In contrast, Multi-Disciplinary Teams (MDT) are a powerful person-centered, highly coordinated intervention. MDT members carefully consider each older victim's situation and individual strengths, needs and preferences when creating a response. In Colorado Springs, a mid-sized metropolitan area of approximately 600,000 residents, the following agencies have been working together since 2005 to enhance the provision of services and the investigation of the abuse of at-risk adults; Colorado Springs Police Department, El Paso County (Colorado) Adult Protective Services (APS), The Resource Exchange (TRE, our community centered board that coordinates services for people with intellectual and developmental disabilities), and the



Pikes Peak Area Agency on Aging Ombudsman. The presentation will use case studies to show the efficacy of collaboration towards improving this community's response to abuse of at-risk adults. We will address the use of memorandums of understanding, as a means of protecting confidentiality while openly sharing information. We will show how we conduct collaborative investigations including the interviewing of witnesses, victims, and suspects as a team, and, how we created a civilian criminal investigator's position within the police department, which is funded, 50/50 by the police department and department of human services. The position is currently staffed by a retired homicide detective who has attended the social worker academy and who staffs cases daily with APS. This presentation will shed light on the importance of a collaborative, interagency model developed to enhance detection, investigation, and prevention of elder abuse and mistreatment.

### **202 - Balancing Autonomy and Protection: Your Clients' Decisions Matter**

*Maria Greene, WRMA*

*Hilary Dalin, U.S. Department of Health and Human Services, Administration for Community Living*

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

There are multiple ways to support your clients' decision making. During this session participants will be a part of an engaging discussion on this topic including information on the Administration for Community Living (ACL) programs and Working Interdisciplinary Networks of Guardianship Stakeholders (WINGS). We will dig deep into a couple of case scenarios involving the work of APS, community based organizations, and client decisional capacity.

### **203 - How the Department of Justice is Helping APS Clients**

*Shelly L. Jackson, Elder Justice Initiative*

*Matthew Colon, US Department of Justice*

In October, 2017, President Trump signed into law the Elder Abuse Prevention and Prosecution Act was enacted. The Elder Justice Initiative within the Department of Justice has been engaged in implementing the contours of this law, including training for newly appointed Elder Justice Coordinators (EJCs). One of the mandates in EAPPA is the appointment of an EJC in each US Attorney's Office to facilitate the prosecution of crimes against older adults. During the past decade, the Department's victim compensation program has returned more than \$4 billion in forfeited assets to victims, through the granting of petitions for remission, or by transferring forfeited funds to courts for payment of restitution through restoration. Learn how these entities within the Department of Justice are working to improve the lives of APS clients by more vigorously holding offenders accountable while to the extent possible restoring assets to victims. Time will be allotted for audience questions.

### **204 - Interfacing Caregiver Stress, Elder Abuse & the Service Network**

*Sylvia Pla-Raith, Ohio Attorney General*

This is an interactive workshop that is designed to help victim service professionals, health care providers and adult protective services workers to recognize common justifications that may be used by family caregivers to excuse the abuse, neglect and exploitation of older adults. This workshop will identify the different types tactics and behaviors that the perpetrator uses to force abuse in an ongoing

relationship where trust. The participant will learn to recognize that power and control dynamics exist in some elder abuse situations helps frame approaches to addressing family violence in later life.

### **205 - Partnerships that Work in APS Research: Measuring the Impact of Innovation**

*Patti Tosti, MBA, PMP, TN DHS, Adult Protective Services*

*Holly Ramsey-Klawnsnik, PhD, NAPSA*

*Pamela Teaster, PhD, Virginia Tech*

*David Burnes, PhD, University of Toronto*

*Erin Salvo, Maine Adult Protective Services*

*Jennifer Cotter, National Council on Crime and Delinquency*

*Kama Chase, Arizona Adult Protective Services*

With the increased interest in data, quality metrics, and evidence-based practice on the part of state legislatures, the federal government, and private funders, APS programs need to understand the benefits in partnering with researchers to measure their impact, provide guidance for improvement, and to support their commitment to program innovation. This workshop will highlight existing successful partnerships from around the country. You will learn the different stages of collaboration, and the benefits and challenges of working with researchers. Practical questions about how to find a researcher, protecting workers' time, safeguarding client privacy, and other issues will also be addressed.

### **206 - Protection and Advocacy Systems 101**

*Mary Anne Harvey, Disability Law Colorado*

*Ophelia M. McLain, DHA, Administration on Intellectual and Developmental Disabilities*

An often-overlooked aspect of APS investigations is the need to provide protection to persons with disabilities. The Administration on Intellectual and Developmental Disabilities, Administration on Disabilities, Administration for Community Living (ACL) funds Protection and Advocacy (P&) Systems in every state and territory as well as a Native American consortium. In this session, ACL staff and a P&A director will provide an overview of the Protection and Advocacy systems designed to advocate for persons with disabilities and how they interact with APS programs. Audience members will be invited to share their experiences and recommendations for working with these programs, comment on findings from the literature review, and discuss the challenges posed by investigations of abuse, neglect, and exploitation involving persons with disabilities.

### **207 - Personal Safety on the Job Part 2**

*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.

### **208 - A Case for Differential Response in Adult Protective Services**

*Christen Mason, Arapahoe County Human Services*

This workshop proposes the need for a pilot of differential response in adult protective services. The Population Reference Bureau's "Aging in America" reports the number of Americans ages 65 and over is projected to more than double from 46 million today to over 98 million in 2060. Given this information it will be important that the Adult Protection Agencies are able to provide customized responses to adults and families experiencing elder abuse. Differential Response (DR) for the pilot includes two tracks, Alternative Assessment Response (AAR), in which abuse findings are not made for allegations of low or moderate abuse, and Investigative Response (IR), where abuse findings are made for high risk allegations. Mirroring DR in Child Protection, AAR in APS would focus on partnership with the adult and family/community networks, their strengths and services needed to support safety, versus the single incident focus of IR. Both AAR and IR would use a balanced and rigorous assessment of safety, risk and protective factors as well as ascertainment of facts to determine the strengths and needs of the adult at risk of maltreatment. Strategies proposed for the AAR track include: the alleged victim not required to be interviewed outside of the presence of the perpetrator, the victim/perpetrator may be contacted to schedule an appointment for the home visit, and there is no required determination regarding the abuse. Objectives of this approach include better assessments resulting from improved engagement of at risk adults and their families and reduction of harm caused to familial support networks in certain cases.

### **209 - What We Know from Elder Abuse Research & Practice Evidence: Summary by Center for Victim Research**

*Storm Ervin, Urban Institute*

*Erica Henderson, Urban Institute*

Determining accurate prevalence estimates, risk factors, harms, and consequences is an ongoing challenge in the field of elder abuse and has left practitioners with limited evidence on effective services and interventions for addressing elder abuse. To better gauge what we know, the Center for Victim Research (CVR) conducted a systematic review of elder abuse research, interventions, and policies to synthesize findings from the field. CVR is a one-stop, national resource center for service providers and researchers to connect and access victim services research and tools for the field. This workshop will present findings from CVR's Elder Abuse Synthesis to identify where the field needs to grow in our nation's response to elder abuse. Participants will engage in discussions about effective practices and the current state of elder abuse research and learn how CVR can assist service providers.

## **WORKSHOP SESSIONS 3**

### **TUESDAY 8/20/2019 | 8:30 AM - 10:00 AM**

### **301 - Addressing Access for Sexual Assault Survivors: The Sexual Assault Response Unit in APS**

*Jaime Suvak, LMHC, Disabled Persons Protection Commission*

*Bonnie Sullivan, DPPC*

*Patty Quatieri, DPPC*

*Leigh-Ann Barry, DPPC*

In 2017, the Disabled Persons Protection Commission launched an innovative Sexual Assault Response Unit designed specifically to help

adults with intellectual and developmental disabilities (I/DD) cope with the aftermath of sexual abuse. Utilizing the Principles of Trauma Informed Care, the Sexual Assault Response Unit has four primary components: Peer Support Services that provide support to survivors from someone in their own community and outreach to systems within their community, Navigation services that provide psychoeducation, personal advocacy and systems advocacy, a clinical matching service that builds clinical treatments options and matches survivors for therapy with clinicians who have expertise in trauma and disabilities and an Advisory Council comprised of key stakeholders and leaders to advance SARU's state-wide efforts. With Survivor-centered care at the forefront of the work, the voices of Patty Quatieri and Leigh-Ann Barry anchor this innovative new program in Massachusetts. Informing APS providers, Patty Quatieri will open this workshop by explaining how she experienced and healed from the trauma of sexual assault. She will challenge us to view survivors with disabilities through a trauma-informed lens instead of solely a disability lens. The team will describe the role of the SARU at DPPC and the success that the unit has achieved in increasing meaningful access to trauma services after abuse. Both numerical and experiential data will be discussed. Leigh-Ann Barry will share her own story, current work as a Peer Support Leader and Self-Care practices.

### **302 - APS Guardianship: A client centered commitment to enhancing quality of life**

*Bettina Morrow, Jefferson County Human Services APS*

*Jamie Domagata, Jefferson County Human Services APS*

This workshop has been designed to share the revolutionary approach that Jefferson County's APS has developed to deliver improved client centered service with a creative approach to individualizing each guardianship client's care plan. Due to the ongoing belief that guardianship clients were not getting the attention they deserved based on the varied workload, Jefferson County APS made the decision to create a better approach to how they were serving this group. The initiative was taken to change the way that APS interacts, case manages and serves their guardianship clients in order to enhance their quality of life. Every guardianship client will now have: Dedicated case managers whose sole role is to oversee guardianship clients and to maintain a client center approach on their work. This allows the APS caseworker to remain focused on the client's specific needs while other APS caseworkers focus on investigations. Anticipated increase in the time spent with clients at a rate of somewhere between 200% to 250%. Completion of life story books with each individual client utilizing active listening. Personalizing the service client's receive with additional care such as hand massages, storytelling, reminiscent therapy, and arts and crafts. Music therapy specifically tailored to the client's individual liking as well as exploring the option of pet therapy. All clients will receive birthday cards, holiday cards and any acknowledgement of specific religious days where appropriate. When and where appropriate, birthday parties will also be arranged for clients. Through a community partnership, it is hoped that clients will be provided with a birthday present, Christmas/holiday gifts and be able to be taken out to lunch on occasion.

### **303 - Building Rapport with Older Victims of Crime**

*Keeley Frank, National Center for Victims of Crime*

*Laura Cook, National Center for Victims of Crime*

Presenters will discuss possible reasons why older crime victims may be hesitant to not only report elder abuse, but to then participate in

the criminal justice system as witnesses for prosecution. The presenters will use research and case studies to discuss with attendees the dynamics of elder abuse and the demographics of the current older adult population in the United States and how these two factors can lead to a "perfect storm" resulting in an older adult victim that is reluctant to participate. The presenters will provide tips based on years of experience as direct service workers and victim advocates with older victims of crime to assist attendees when they have elder abuse cases in the future. Additionally, presenters will provide national elder abuse resources available to attendees including the VictimConnect Resource Center.

#### **304 - Ethics and Vulnerable Elders: Implications for Research and Practice**

*Pamela Teaster, Center for Gerontology, Virginia Tech*  
*Candace Heisler*

Adult Protective Services (APS) is often confronted with multiple and competing choices to make and challenges to address regarding clients whom programs serve. These challenges may arise in the context of the provision of social services, dispensing justice, and addressing legal issues. The purpose of this workshop is discuss timely, dynamic, thought-provoking, and useful examples of ethical dilemmas that employ a principled approach to ethics and that address current issues affecting how APS responds to the abuse of vulnerable older adults. The presenters will elucidate predominant current and future conundrums facing APS and a vulnerable older adult population as well as provide frameworks for resolution. We draw upon a transdisciplinary approach to explore ethical issues affecting the unique and special population of older adults who are vulnerable. Specifically, we explore vulnerabilities older adults experience due to compromised health (e.g., cognitive impairment, mental illness, and physical disability); effective status (e.g., gender, ethnicity, sexual orientation, religion, and immigrants); and abuse, neglect, and exploitation.

#### **305 - Evolution of Nevada's EPS Quality Assurance Program**

*Robin Tejada, M.S. Ed, LSW, State of Nevada, Aging and Disability Services Division*  
*Tammy Sever, LSW, State of Nevada, Aging and Disability Services Division*

In this workshop, Nevada will discuss the evolution of their Quality Assurance (QA) program, development steps, the process and the lessons learned. The EPS and QA teams chose to adopt many of the Administration for Community Living Voluntary Consensus Guidelines for State Adult Protective Services Systems. These guidelines provide for a core set of principles and common expectations to assist with consistency in policy and practice for adult protective service programs nationwide. The EPS and QA teams elected to use two key elements addressed within the voluntary guidelines: Case Review-Supervisory Process and Case Worker Initial and Ongoing Training. These guidelines were used to create a Case File Review Form to be used as a tool for the Quality Assurance Team to address areas in need of improvement, as well as to ensure quality services are provided across the state. The Case File Review Form is a tool for supervisors to train new and ongoing staff in areas of proficiency and deficiency. The form is also used to identify areas where policy and procedure may need to be updated or changed within the program. Recommendations will be provided.

#### **306 - Examining Federal Elder Justice Efforts**

*Gretta L Goodwin, PhD, U.S. Government Accountability Office*

The U.S. Government Accountability Office (GAO) conducted a review of federal elder justice efforts, as required by the Elder Abuse Prevention and Prosecution Act (EAPPA). EAPPA created several new requirements for elder justice at the federal level and required GAO to examine, generally, elder abuse in the federal criminal justice system and, specifically, the federal government's response to elder abuse by international criminal enterprises. We will present a general overview of GAO's past work on elder justice issues, with particular focus on our most recent work looking at Department of Justice efforts to prevent and deter crime against older adults. In recent years, the federal government has developed several new elder justice initiatives. In particular, the workshop will explore the efforts undertaken by the Department of Justice, including grants and other resources available to state and local partners, as well as, its enforcement efforts to address crime against older adults in the United States.

#### **307 - Understanding the Three C's - Competency, Capacity and Consent - in the Criminal Justice System**

*Elizabeth Dunphy Farris, Legal Counsel, Hampden District Attorney*

Understanding The Three C's - Competency, Capacity and Consent - in the Criminal Justice System, introduces participants to the complex legal issues involved with the prosecution of crimes committed against persons with disabilities so that key decisions can be made regarding victim interview(s) and evidence preservation and collection at the critical stages in the aftermath of a crime. By understanding the legal standards involved for a prosecutor pursuing a case in the criminal justice system, you can identify and employ successful strategies to meet the legal burdens of proof and pave the way for a prosecutor to proceed with your case. When working together, abuse committed against persons with disabilities can be successfully recognized, reported, investigated and prosecuted.

#### **308 - You Don't Know What You Are Missing: Getting More out of Interviews with ECI**

*Christopher Dubble, 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.

## **WORKSHOP SESSIONS 4**

**TUESDAY 8/20/2019 | 2:00 PM - 3:30 PM**

**401 - Allies in the Good Fight- Law Enforcement and APS Unite**

This presentation will demonstrate, through case scenarios that have been investigated in Massachusetts, how law enforcement, APS, and Human Services Agencies can work together in a comprehensive and complimentary manner to investigate allegations of crimes against persons with disabilities. In the course of presenting the case scenarios, the participants will learn what to do and what not to do when an allegation of abuse confronts them. The participants will also learn how Massachusetts has broken through the barriers, through educating both Human Services Agencies, and Law Enforcement, that to be successful in fighting crimes against persons with disabilities, they must be allies and work together. This presentation has been given at past N.A.P.S.A Conferences, and received excellent feedback on the evaluations in regards to the relevance of the presentation, and was suggested that the presentation be brought back for future conferences.

#### **402 - Safety by Design: Are Your Investigators Safe?**

*Kevin Levine, AZ DES APS*

*Jennifer Kirchen, AZ APS*

Arizona Adult Protective Services recently completed a long-term project to develop a comprehensive safety curriculum for personnel. The training spans six online modules and one classroom workshop jointly covering all steps in the investigative process from a safety perspective. This includes discussion of "Planning Precautions," the types of safety precautions investigators engage prior to field entry, "Arrival Safety," the steps APS professionals take to ensure their welfare when making their initial contact with clients and alleged perpetrators, and "Reporting," the best practices investigators follow for documenting incidents in the field, as well as several modules on the variety of environmental, interpersonal, and clinical risks APS personnel might encounter. The presentation will introduce the curriculum to NAPSA membership as a potential model for a national Adult Protective Safety course and to engender discussion regarding safety in APS more generally.

#### **403 - Elder Financial Crimes: It's Just Not a Civil Matter**

*Sylvia Pla-Raith, Ohio Attorney General*

This workshop will address the complexities of elder financial crimes, exploitation and scams. The need for effective civil and criminal legal advocacy for victims of elder financial crimes far exceeds current resources. We will examine the case characteristics of civil versus criminal case elements and the concepts of informed consent, capacity, deception, undue influences that impact on case investigations. This workshop promotes a multi-agency approach to the problem of elder financial crimes. Participants will have an increased awareness of the various types of elder crimes and how to implement legal tactics to best protect victims.

#### **404 - Guardianship Oversight: Stark County Probate Court Angel Program & Eldercaring Coordination**

*Dixie Park, Stark County Probate Court*

*Douglas Godshall, Stark County Probate Court*

*Caitlin Patrick, Stark County Probate Court*

This workshop will provide the Court's perspective on guardianship oversight and introduce the Stark County Probate Court's Volunteer Court Angel Program. The Court Angel Program utilizes volunteers to

enhance court oversight of the 1800+ persons under guardianship in Stark County. The workshop will highlight program effectiveness at uncovering and deterring abuse, neglect and exploitation. This workshop will also discuss the Stark County Probate Court's Eldercaring Coordination Program and the program's success at ensuring the Elder's safety while maintaining the Elder's independence and avoiding guardianship.

#### **405 - Prioritizing Peer Support in Trauma-Informed Responses to Sexual Abuse of Persons with a Disability**

*Kecia Weller, Board Resource Center, Inc.*

*Patricia Quatieri, Disabled Persons Protection Commission*

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. Ms. Quatieri has worked with the Disabled Persons Protection Commission in Massachusetts since 2017 to 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.

#### **406 - Self Neglect - Don't Neglect Yourself (developing best practices in service provision)**

*Mary McGavin, Guardian Angel Community Services*

Self neglect has arrived as a service provision area for APS providers. Agencies are wrestling with how to meet the needs of these clients as an integral part of their programs. This workshop will provide participants with actionable information to accomplish this goal. The unique qualities of self neglect will be the focus of this workshop. Program managers and direct service providers will come away from this workshop with useful tools to address this challenging area of service provision.

#### **407 - Undue Influence: A Framework for Recognizing, Investigating, & Responding**

*Mary Joy Quinn*

*Candace Heisler, Heisler & Associates*

This session will focus on undue influence from legal and psychologi-

cal perspectives particularly as it affects Adult Protective Services professionals. The 2014 addition of a modernized legal definition of undue influence in California civil law prompted the development of a screening tool for undue influence to better identify situations in which undue influence is occurring, has occurred or might occur. This workshop will define undue influence, describe its relationship to capacity and competency, discuss case building and investigative techniques, and introduce the screening tool which incorporates current case law and statutes and may be helpful in civil and criminal cases. The plain language screening tool was developed in concert with California APS staff and is evidence-based. Suggestions for the practical application of the information and the tool for various disciplines will be discussed.

#### **408 - What Have We Learned: Emerging Findings from the NAPSA Self-Neglect Project**

*Holly Ramsey-Klawnsnik, NAPSA*

*Aiesha Gurley-Parry, ACL*

*Jason Burnett, UTHHealth Medical School*

Now in its third year and drawing to a close, the NAPSA ACL Elder Justice & Adult Protective Services Elder Justice Innovation project, “Self-Neglect Knowledge, Policy, Practice & Research: Realities & Needs” has explored the state of scientific knowledge and practice approaches regarding self-neglect. Mixed methods have been employed including a 20-year nationwide systematic literature review, nationwide APS program survey research, and selected APS program site visits. We have gathered and analyzed available information concerning the existing and limited body of research, etiological and contributing factors, frequent outcomes, and approaches used throughout the nation by APS to respond to vulnerable adults who dangerously neglect their own health, safety, homes, finances, and/or well-being. We will discuss selected findings and implications for APS practice, policy, and research, including: 1) the APS prevalence of self-neglect cases reported, screened in, and substantiated during fy ‘16, 2) statistical associations between APS program budgets, staffing and training, and program investigation practices, and 3) case/client screening tools used by APS programs in working with adults reported for self-neglect. These findings will be presented and discussed in relation to current APS practices and needs and future ways to better approach the public health problem of self-neglect.

## **WORKSHOP SESSIONS 5**

### **TUESDAY 8/20/2019 | 3:45 PM - 5:15 PM**

#### **501 - “But We Don’t Help Dead People”: How Fatality Review Team Outcomes Benefit APS & Victim Services**

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

Elder/adult abuse fatality review teams (EAFRTs) examine deaths related to abuse, neglect, or exploitation to identify system gaps and improve the responses of APS, health care, law enforcement, prosecutors, victim assistance, and other professionals to living victims. Results of a 2017 grant from the U.S. Department of Justice Office for Victims of Crime will be discussed by the project director, who wrote *Elder Abuse Fatality Review Teams: A Replication Manual* (2005), and the project’s research assistant. Short-, intermediate-, and long-term outcomes identified by 20+ EAFRTs include enhancing the ability of team members to do their jobs, sharing knowledge gained at team

meetings with colleagues, providing training to and getting training from other disciplines, and changing laws, policies, practices, or programs to strengthen services for victims.

#### **502 - Developing and Testing a Self-Neglect Prevention Program for Older and Disabled Adults**

*Farida Kassim Ejaz, Ph.D., LISW, FGSA, Benjamin Rose Institute on Aging*

*Miriam Rose, Benjamin Rose Institute on Aging*

*Raymond Kirsch, Texas Adult Protective Services*

*Deborah Billa, WellMed Charitable Foundation*

This proposal describes an innovative project funded by the Administration for Community Living to develop and test a self-neglect prevention program for older and disabled healthcare patients. Partnerships were developed among Texas Adult Protective Services (APS), a healthcare system, and researchers. The collaborators built on an earlier multi-year partnership during which 529 patients (90% with allegations of self-neglect) were reported to APS. Previous limitations were addressed by using a randomized clinical trial approach to assign patients with risk factors for self-neglect (e.g., depression, dementia) to intervention and control groups. The intervention group receives an in-home assessment that includes the Elder/Adult Self-Neglect Assessment conducted by a social worker. An individualized care plan is developed, referrals are made to home- and community-based services (HCBS), and follow-ups occur over four months. The control group received usual care. To date, 224 intervention and 130 control group (total of 354) baseline research interviews have been completed. The fact that only 9 patients have been reported to APS so far suggests that a prevention model is working with more patients being referred to HCBS. Researchers will describe the extent to which HCBS helped improve outcomes (e.g., prevent self-neglect, reduce depression), for the intervention versus control groups. APS staff will discuss case studies of patients who were reported to APS. They will explain how cross-system collaboration between APS and the healthcare system has promoted better communication, expedited records requests, and facilitated resource sharing, resulting in improved patient safety and outcomes.

#### **503 - Elder Abuse Victims in Diverse Communities: Developing Culturally & Linguistically Relevant Services**

*Sydney Palinkas, LGSW, Charles E. Smith Life Communities*

*KerryAnn Aleibar, LCSW-C, Charles E. Smith Life Communities*

*Tovah Kasdin, J.D, Charles E. Smith Life Communities*

This workshop will discuss the importance of cultural competency, sensitivity, and responsiveness in the field of elder abuse. Attendees will learn about the work of ElderSAFE, an elder abuse shelter in Montgomery County, Maryland. ElderSAFE is located in one of the most diverse counties in the United States. The workshop will explore the steps ElderSAFE has taken to effectively serve this diverse community, including translation of materials, a language accessible helpline, and trainings with live interpretation. The workshop will also highlight ElderSAFE’s work to meet client’s religious and spiritual needs, including the Faith Leaders Education Project. This initiative began in response to seeing how important faith and religion was in the lives of victims. Reaching and successfully meeting the needs of culturally and linguistically marginalized elder abuse victims has many challenges. The workshop will discuss common barriers and ways ElderSAFE overcame some of those challenges in their own community. The workshop will include an ElderSAFE case example

highlighting the importance of cultural competency and responsiveness to best meet the needs of diverse clients.

#### **504 - Increasing Knowledge about Adult Protective Services through National Data and Evaluation**

*Karl Urban, WRMA*

*Maria Greene, WRMA*

*Stephanie Whittier Eliason, U.S. Department of Health and Human Services, Administration for Community Living*

The Adult Protective Services Technical Assistance Resource Center (APS TARC), funded by the Administration for Community Living (ACL), is creating new knowledge about APS programs through two projects: 1) The National Adult Maltreatment Reporting System (NAMRS) and 2) the national APS evaluation. NAMRS collects state APS data to provide consistent, accurate national data on the maltreatment of older adults and adults with disabilities and has been in place for three years now. As part of NAMRS, data is also being gathered on state policy and practice. Using NAMRS data and data from other sources, the national evaluation is an examination of APS policy, practice, and program effectiveness at the state level. In addition to the new understanding of APS, the evaluation will provide the foundation for ongoing and future technical assistance efforts. This workshop will provide an overview of both projects, will present select findings and data from them, and will focus on future work of the projects.

#### **505 - Innovative Approaches to Adult Protective Services in Indian Country**

*Margaret Carson, M.A., L.M.H.C., Muckleshoot Adult Protective Services*

Margaret will discuss principles of working in Indian Country and how this differs in approach from ways of working in the outside community. The importance of family meetings and differences relating to Elders will be discussed. Margaret has established an Elder Abuse Hotline for after-hours APS. Margaret will speak about the new program and some special concerns in Indian Country.

#### **506 - Interagency Technology & Training: How ACL funds enabled Massachusetts to bridge gaps in APS**

*Mariah C. Freark, Massachusetts Disabled Persons Protection Commission*

*Bree Cunningham, Massachusetts Executive Office of Elder Affairs*

*Julia Hickey-Kapp, Massachusetts Executive Office of Elder Affairs*

*Jennifer Raymond, Massachusetts Disabled Persons Protection Commission*

The two APS agencies in Massachusetts have utilized ACL Grant Projects to increase NAMRS participation, as well as to develop Assistive Technology, Decisional Ability Training, and Investigation Training. These projects have enabled the two agencies to bridge gaps identified gaps in the statewide APS system and collaborate more effectively to protect vulnerable adults. The Executive Office of Elder Affairs ("EOEA"), which has jurisdiction over adults age 60 and over in the community, has developed investigator training to promote consistency and bring practices

in line with ACL's National Voluntary Consensus Guidelines, 2016. EOE also used its ACL funds to collaborate with Weill Cornell Medical College to develop a training around the Interview for Decisional Ability (IDA) capacity assessment tool. The Disabled Persons Protection Commission ("DPPC"), which has jurisdiction over adults with disabilities between the ages of 18-59, has begun to rebuild its database from scratch to increase NAMRS participation as well as operational efficiencies. DPPC is also using ACL grant funds to develop assistive technology to help persons with disabilities recognize, report, and respond to abuse.

#### **507 - Is It Simply a Numbers Game?**

*Jennifer Kirchen, AZ DES APS*

*Kathryn Sapp, MO APS*

As we fine tune our policies and procedures, strengthen our standard work and training and collaborate more with our partners and the communities, what do we hope to accomplish? We are all in this to protect vulnerable adults, but what does that look like? Does it mean we substantiate more reports? If so, how do we do that? What are your standards: reason to believe/probable cause, preponderance of the evidence, etc.? Do you include self-neglect in your rates? Are you seeing trends in your substantiation process? Have you used forms/tools to improve outcomes? Join members of the Regional Representative Advisory Board in a lively discussion about rates in your state.

#### **508 - The Abuse of Vulnerable Older Adults by Surrogate Decision Maker Perpetrators**

*Pamela B. Teaster, Ph.D., Center for Gerontology, Virginia Tech*

*Cory Bolkan, Ph.D., Department of Human Development, Washington State University, Vancouver*

*Ken Gerow, Ph.D., Department of Statistics, University of Wyoming*

*Holly Ramsey-Klawnsnik, Ph.D., NAPSA*

The maltreatment of vulnerable older adults by surrogate perpetrators, whose job it is to manage and advocate for a protected person's health and well-being, is a serious and growing problem identified by APS programs and documented by reports, studies, government testimony, and the press. With the numbers of surrogate decision makers increasing, it is urgent to develop informed strategies for preventing and ending abuse of vulnerable adults by those holding a fiduciary duty to protect them. With funding support from The Retirement Research Foundation, a team from Virginia Tech, NAPSA, Washington State University, and the University of Wyoming are working with six APS programs (CA, FL, NV, NH, NC, and TX) to systematically study this form of victimization. The purpose of the study is to learn the nature, extent, and impact of ANE by perpetrators designated as surrogate decision makers compared to abuse perpetrated by others. We will describe the study and address the implications of anticipated findings on APS, law enforcement, prosecution, probate courts, and multi-disciplinary practice designed to protect vulnerable adults whose lives and property are controlled by surrogate decision-makers.

#### **509 - Trauma Treatment for Abuse Survivors with Intellectual / Developmental Disabilities**

*Nora J. Baladerian, Disability and Abuse Project*

This workshop will detail trauma treatment for individuals with I/DD, using didactic methods as well as several case vignettes, to illustrate approaches to therapy with members of this population. Most of the cases involve sexual assault, including perpetrator threats and the demonstration of Accommodation Syndrome in the population, a factor that complicates investigation but operates as a protection for the victim. Trauma

treatment demands flexibility of the psychologist/treatment provider, in a variety of contexts including therapist safety, patient safety (physical and psychological). Utilization of Victims of Crime funding will be described, as many who require therapy are unaware of this funding source. Creativity in delivering effective trauma therapy is required as with members of any population.

vision within their organization. This training will incorporate the psychology of supervision along with lessons learned from supervising 2 staff, 14 staff and 200 inmates.

#### **604 - Goal Attainment Scaling: A Tool for Intervention Planning and Measuring Case Resolution in APS**

*David Burnes, PhD, University of Toronto*

Elder abuse response programs, such as adult protective services (APS), work within a client-centered practice paradigm that respects the self-determination of older adults. The overall objective of elder abuse response programs is to reduce the risk of re-victimization and improve the older adult's safety and quality of life in accordance with their preferred resolution outcomes. Practitioners are tasked with understanding the unique circumstances of a case and co-constructing a tailored intervention plan with the client. The varying goals and expectations across clients present a challenge in measuring the key outcome of case resolution, because it is defined differently across cases. Goal attainment scaling (GAS) is a client-centered goal-setting strategy that can be used to help generate an intervention plan and measure case progress toward a client's preferred resolution outcome. Based on a collaborative dialogue between a practitioner and client, client-specific goals are established that work toward a client-centered definition of case resolution. Each goal is measured on a five-point GAS scale reflecting different levels of goal achievement. The scale provides a mechanism to measure progress on each goal over time. GAS is framework to measure overall case resolution that accommodates varying needs and interventions across cases. Based on research conducted with the state of Maine APS, this workshop will describe the development and implementation of GAS in the APS context, present results on GAS feasibility in APS, and will provide a demonstration of the web-based application (app) used to facilitate GAS. Participants will engage in a hands-on exercise to apply GAS with a case example from their work. GAS represents a feasible goal-setting strategy that compliments existing APS practice. Treatment planning and goal discussion are common components of existing everyday APS practice; GAS provides a framework to formally organize and measure progress on this work.

#### **605 - Playing Nice in a Giant Sandbox: A Multi-Disciplinary Team (MDT) model**

*Rita De Luca, AZ/DES Adult Protective Services*

Playing nice in a giant sandbox can be intimidating and scary. Let us show you how easy it can be. Join us to learn about how Southern Arizona has created a successful Multi-Disciplinary Team (MDT) with local, State and Federal partners, utilizing the Arizona APS model to increase collaborations between agencies to include joint investigation with local law enforcement, State Attorney General's offices, The US Attorney's office and the Federal Bureau of Investigation. We will also show you how to structure your MDT's to attract the right partners and get the most value from your time.

#### **606 - ANTICIPATE: Identifying Victim Strengths and Planning for Safety Concerns**

*Paul Needham, NAPSA Education Committee*

This training module was created by the National Clearinghouse on Abuse in Later Life (NCALL), a project of the Wisconsin Coalition Against Domestic Violence (WCADV). The purpose of the training is to enhance the safety planning skills of professionals who work with

## **WORKSHOP SESSIONS 6**

**WEDNESDAY 8/21/2019 | 8:30 AM - 10:00 AM**

#### **601 - Collaborative Approach to Identifying, Addressing and Preventing Financial Elder Abuse**

*Shannon Morgan, San Mateo County Aging and Adult Services  
Nicole Fernandez, San Mateo County Aging and Adult Services  
Tara Heumann, San Mateo County Counsel's Office*

The Elder and Dependent Adult Protection Team (EDAPT) is San Mateo County's focused initiative on the prevention, investigation, and prosecution of older and dependent adult financial abuse. San Mateo County's senior population is expected to grow by over 70% by 2030 and reports of elder financial abuse in our community are increasing as San Mateo is an affluent county, where the median home value is approaching \$1.5 million. The type of abuse most frequently reported to San Mateo County's Adult Protective Services is financial. According to the AARP BankSafe Project, the average victim of elder financial exploitation loses \$120,000. The workshop will provide an overview of the EDAPT program and highlight how a specialized financial abuse unit has led to an increase in criminal prosecution, victim restitution through the District Attorney's Office, and an increased awareness by County residents of the signs and symptoms of financial abuse.

#### **602 - Cultural Competency Starts with You!**

*Tara Fairfield, Ed.D., DSHS Adult Protective Services  
Jill McCarl, Ph.D., DSHS Adult Protective Services*

The Aging and Long Term Support Administration, Adult Protective Services in Washington State has established a statewide Communities of Practice model and developed an Equity, Diversity and Inclusion (EDI) workspace to allow for discussion and sharing of information with staff at all levels of the organization. There are specific expectations for results and integration of EDI into everyday business with tangible and intentional outcomes. An overview of this model will be shared, along with tools that can be utilized directly with staff. An awareness of our own biases is an important first step in achieving a workplace that fosters honesty and integrity, open communication, diversity and inclusion. This workshop will facilitate understanding of how to put Equity, Diversity and Inclusion (EDI) concepts into practice and translate from the classroom to the actual work in the field. In order to be successful, leaders must be willing to examine themselves and be open to diverse perspectives.

#### **603 - Fashion Police - The hats supervisors should be wearing**

*Richard Albrecht, MS, Institute on Protective Services at Temple University Harrisburg*

A supervisor needs to wear many hats to be an effective and efficient leader. This training will discuss the "10 hats" supervisors should be concentrating on to be an effective leader. Whether you supervise 2 or 200, this training will benefit individuals that carry a role of super-

older victims and/or people with disabilities. The target audience is professionals from domestic violence, sexual assault, the disability and aging network, and elder abuse/adult protective services. The training was created to facilitate dialogue across disciplines and provide participants the opportunity to share expertise and knowledge from their field. Therefore, the training experience will be richer if a variety of disciplines are present. 1. Participants will enhance the skills needed to create a safety plan with older victims and people with disabilities. 2. Participants will learn about other resources available from a variety of systems in their community. Likewise, participants will begin to identify service gaps. 3. Participants will have the opportunity to build or enhance working relationships with professionals from other disciplines in their community. After a brief guided discussion/lecture and short exercises about the >Dynamics of Abuse >Barriers to living Free from Abuse >What is Safety Planning >What is Not Safety Planning. The participants will go through an exercise designed to help professionals enhance their ability to think of a variety of ideas to discuss with older victims and people with disabilities in. It will also provide an opportunity to practice working in a multidisciplinary team setting.

#### **607 - Supporting Elder Justice: Developing and Implementing a Training for the Senior Companion Program**

*Jessica Bibbo, Benjamin Rose Institute on Aging*

*Farida Ejaz, Benjamin Rose Institute on Aging*

*Courtney Reynolds, Benjamin Rose Institute on Aging*

*Sarah Nicolay, Benjamin Rose Institute on Aging*

This workshop will present information on the development and implementation of a training on Abuse, Neglect (including self-neglect), and Exploitation (ANE) for the Senior Companion Program in Ohio. The project is being funded by the Corporation for National and Community Service through the State of Ohio's Senior Companion Program. The need for developing this training was considered necessary because approx. 10% of older adults experience ANE; yet, it is vastly underreported. Rates for ANE are much higher in adults with disabilities and those with dementia. Thus, training Senior Companion volunteers was considered central to supporting elder justice because they visit older adults regularly in their home or in a community setting, placing them in a unique position to recognize ANE among older adults and adults with disabilities. The trainings build on an earlier, online training program developed in 2013-2014 for care managers participating in a demonstration to improve care coordination for the dually eligible Medicare and Medicaid population in Ohio (Ejaz, Rose, & Anetzberger, 2017). Our team adapted and updated the previous training to include up-to-date empirical evidence, data, and changes in state laws on ANE. Two separate types of training were developed: 1) A simpler and shorter training of approximately two hours for the volunteer Senior Companions that covers background on ANE, screening and reporting; and 2) a three module training of approximately one to one and a half hours each for Directors and Supervisors. The latter training goes into more depth and provides Directors and Supervisors with resources to support the volunteers. The first module in the Directors and Supervisors training provides a background on ANE, the second is focused on screening tools for ANE, the third covers reporting protocols for cases of ANE. These trainings were pilot tested in Cleveland with volunteers and Supervisors/Directors. The refined trainings will be offered in-person across seven locations in Ohio beginning in March and concluding in May of 2019. They will use a train-the-trainer approach with the idea that Supervisors/Directors once trained, can conduct

the training for new volunteers and new staff. Training materials include PowerPoint presentations, the Recognizing Abuse Tool to gather information on clients suspected of experiencing ANE, and a flowchart that explains when and where to report ANE. Each of the trainings include an evaluation component that is comprised of a pre- and post-training survey. The evaluation examines whether knowledge of ANE changed as a result of the training, whether it was useful, feasible (length of time, in-person), and whether it can be sustained as a train-the-trainer model. Data collection will conclude in May and the final report will be completed by June, 2019. This workshop will present the results included in the final report. The majority of content in the training has been kept generic except in the section/module on reporting ANE which is state specific. We believe that the trainings can be used in other states and only the section related to reporting will need adaptation. Providing up-to-date trainings on these issues for people who serve vulnerable populations is imperative for increasing reporting of ANE and protecting seniors.

#### **608 - The National Collaboratory to Address Elder Mistreatment: Connecting Adult Protection and Hospitals**

*Kristin Lees Haggerty, Education Development Center*

*Bree Cunningham, MA Executive Office of Elder Affairs*

*Debi Lang, UMass Medical School*

Emergency departments (EDs) care for a large number of older persons with known risk factors for elder mistreatment and so are well-positioned to identify and address elder mistreatment. However, systems gaps such as staff overload, absence of elder mistreatment expertise, and lack of validated tools have prevented widespread adoption of best practices in the ED that would improve rates of screening, intervention, and appropriate follow up for older adults who experience or at risk for elder mistreatment. To address these gaps, the National Collaboratory to Address Elder Mistreatment, a group of national experts in elder mistreatment has designed and tested the Elder Mistreatment Emergency Department Care Model with significant input from clinical sites and APS partners with the goal that the model can be implemented in hospital settings with little or no access to expertise in elder mistreatment. In this workshop, members of the National Collaboratory, including the APS Director in Massachusetts, will present an overview of the Elder Mistreatment Emergency Department Care Model with a focus on how it emphasizes and promotes the connection between hospitals and community resources. Presenters will share lessons learned from the beginning stages of implementing the model in seven clinical sites across the US, and workshop participants will be encouraged to share strategies for building collaborative relationships and clear feedback loops between Adult Protective Services and hospital emergency departments.

## **WORKSHOP SESSIONS 7**

### **WEDNESDAY 8/21/2019 | 1:30 PM - 3:00 PM**

#### **701 - APS Survivor: Who Is Your Alliance With**

*Kama Chase, AZ APS*

*Cynthia Saverino, AZ DES/ Division of Aging and Adult Services*

Have you ever felt like you were stranded on an island with no food, clothing, water...or even worse no professional connections? The purpose of this workshop is to outline the lessons learned from en-



gaging multidisciplinary collaborations with the use of a very difficult case study. During this workshop, the steps (both positive and negative) will be discussed in an effort to show how all agencies involved with this extremely complicated situation came to the best solution, and what best practices were sought and implemented for future cases.

**702 - A Rolling MDT-Working Collaboratively with Law Enforcement**  
*Andrea Higgins, San Mateo County District Attorney's Office*

The San Mateo County Elder and Dependent Adult Protection Team (EDAPT) in Northern California is a program in which APS social workers, public guardians, prosecutors, and other major stakeholders work directly and collaboratively with law enforcement to protect vulnerable adults, investigate allegations of abuse, and successfully prosecute abusers. It is essentially an ad hoc and constantly evolving multi-disciplinary team where we triage and work cases in real time rather than waiting until our quarterly meetings. This process has been tremendously successful in protecting vulnerable adults, bringing formerly disparate disciplines together, and holding abusers accountable to the fullest extent possible.

**703 - Preparing for Retirement as Part of the Sandwich Generation**  
*Lara Hinz, Women's Institute for a Secure Retirement (WISER)*  
*Linda Stone, The Society of Actuaries and WISER Senior Fellow*

Many workers, and especially women find themselves stretched as they take care of children and/or parents or other relatives. You are busy with your career, trying to manage household expenses and saving for college and other financial priorities. Then, you realize that you are falling behind in planning for your future. This session will cover the unique challenges that women face and what you can be doing right now to achieve a more secure retirement.

**704 - Establishing and Evaluating Elder Abuse MDTs: Tips for Communicating Team Function and Effectiveness**  
*Zach Gassoumis, PhD, University of Southern California*  
*Leslie Hasche, PhD, MSW, University of Denver*  
*Anne DePrince, PhD, University of Denver*

Multidisciplinary teams (MDTs) that address elder abuse are increasingly common, with various types and features developing over time. Showing how each MDT operates and the impact that it has are crucial to informing practitioners, policymakers, and funders about a team and the effect it has on its community. This workshop will begin with an overview of the range of elder abuse MDTs across the U.S. and some key features that vary between them. These features will be used to understand some of the core components of evaluation research, and how it can be applied to elder abuse MDTs. Two elder abuse MDTs will be presented as examples. The Los Angeles County Elder Abuse Forensic Center provides: weekly review and consultation about cases; access to professionals to review legal and medical documentation; and practitioners to conduct medical and neuropsychological home visits. Its model has been evaluated for its structure, process, outcomes, and cost effectiveness. The Denver Forensic Collaborative for At-Risk Adults is an action-oriented team that provides a forum for monthly staffing and care coordination of high-risk cases, to make decisions and take immediate action to better protect the victims and contain the offenders. This model has been evaluated using a randomized control trial approach. In the face of increased national prominence of elder abuse MDTs, this workshop gives some

tools and examples of how to convey understanding of teams and their impacts.

**705 - Multigenerational Supervision: A Bridge Worth Building!**  
*Stephanie Mitchum, Texas Department on Family & Protective Services/Adult Protective Services*  
*Tom Kimbark, Texas Department of Family & Protective Services/Adult Protective Services*

Today's workforce includes a variety of ages. As of 2018, the breakdown by age looks something like this: The Silent Generation born between 1925 & 1945; Baby boomers born between 1944 & 1964; Gen X born between 1965 & 1979; Gen Y or Millennials born between 1980 & 1994 and Gen Z born between 1995 & 2015. Are there differences in the learning curve, experiences and technological understanding between generations? You Bet'cha! Are there different skill levels each group brings to the table? Affirmative! This session will focus on the importance of bringing generational understanding to all who serve on your team. It will be inclusive of interactive exercises aimed at increasing understanding of age groups outside of your own and ultimately how we as managers can build a team where both the old and young are validated within the confines of your mission! All are welcome!

**706 - Animal Abuse, Animal Hoarding and Elder Abuse: Challenges and Strategies for APS**  
*Phil Arkow, National LINK Coalition: The National Resource Center on The LINK Between Animal Abuse and Human Violence*

The age-old concept that cruelty to animals often serves as an indicator and predictor of interpersonal, family, and community violence has particular relevance for adult protective services, eldercare and social services agencies confronting elder/disabled abuse and animal hoarding situations. This presentation will describe The LINK that connects animal abuse as a marker for elder/disabled abuse, domestic violence and child maltreatment, with a particular focus on eldercare and animal hoarding issues. It will describe innovations in academic research, public policy and organizational programming in these areas, with emphasis on specific strategies, animal-assisted interventions and best practices for providing more effective collaborative services that protect all victims of family violence.

**707 - Understanding Developmental Disabilities, Consent, Capacity and Competency Part 1**  
*Darla Stuart, The ARC of Aurora*  
*Nancy Bowden, The Arc of Aurora/Disability Justice Program*

THINK+change, a program of The Arc of Aurora, proposes to provide a specialized, basic-level training on capacity, competency and consent as it relates to supporting adults with intellectual and developmental disabilities (IDD). The training will include lecture, interactive and tools.

**708 - APS and Legal Assistance Relationships – How Legal Aid Advocacy Helps Victims Heal from Abuse**  
*Andrew Capehart, WRMA*  
*Hilary Dalin, U.S. Department of Health and Human Services, Administration for Community Living*

This workshop introduces APS workers to legal aid. We'll talk about the role of legal assistance programs in applying a toolkit of civil legal

remedies to empower older Americans who have experienced abuse, neglect and/or financial exploitation to recover what they've lost, from income and savings, access to their own homes, and to the health care they need, through restoration of their own agency to make their own decisions and live as they choose, free from the threat of further abuse. After a brief introduction to legal aid for older Americans, the session will be interactive, with case studies that will introduce APS and legal aid to each other, and illustrate the ways in which legal aid can support APS clients. Join a lively discussion about issues APS and legal aid may face in growing relationships, including why and how to reach out, the meaning of consent, and much more.

### **709 - Understanding Different Dementias: Behaviors, Cognition and Personality Changes**

*Debbie Reinberg, NGA ELDEResources, LLC*

*Kelli Squire, CCM, NCG, ELDEResources, LLC*

Dementia is a symptom; there are over 100 "causes" of dementia. Some dementias can be reversible. Often, the progression is a gradual decline though some dementias have a different course altogether. We will share symptoms that distinguish different diagnoses, such as behavioral, language and movement changes. Some dementias strike people at a young age; these individuals have unique concerns (diagnostic, financial, life stage). Some physicians are more adept at early diagnosis, though differential diagnosis often requires a neurologist or neuropsychologist. The ability to discern potential dementias, especially those types other than Alzheimer's could be helpful for APS workers to better gauge neglect, self-neglect and/or likelihood of incapacity.

## **WORKSHOP SESSIONS 8**

### **WEDNESDAY 8/21/2019 | 3:15 PM - 4:45 PM**

### **801 - Rural Practice & Policy Issues: A down-home approach to aging in the heartland!**

*Tom Kimbark, Texas Department of Family & Protective Services*

I once heard a conference presenter in an adjacent city comment that rural APS was a thing of the past. And this was one day after I had visited a client by airboat. Really! I thought, rural practice needs equal airtime! Not all rural areas are the same. Each present their own unique challenges. The area I call home has been subject to storms & flooding. We are reliant of local, state and federal government agencies not only in times of crisis but for the routine such as aging in place, lack of services and for group homes open by city slickers taking advantage of country hospitality and lack of regulation. Sometimes there are differences within an assigned coverage area. There may be a section nearer to an urban or suburban area while other areas are far more isolated. There might be sections of wooded forest and rustic towns. The secret of success may be in your ability to balance services throughout your region or the tailoring solutions to each specific situation. No one wants to see a vulnerable adult going without basic needs; being mistreated or repeatedly abused no matter where they live. An APS worker is charged with recognizing, evaluating & alleviating situations that are potentially dangerous no matter where they occur. This session will be inclusive of training that can prepare Adult Protective Service (APS) Specialists on how community partnerships & collaborative efforts as well as

policy & practice can best assist in the remedy rural area problems.

### **802 - Bringing Clarity to APS: Revolutionizing Arizona's investigations**

*Rita De Luca, AZ/DES Adult Protective Services*

*Kama Chase, AZ/DES Adult Protective Services*

Do you want to align with National Best Practice? Are you looking for tools you can use to make your job easier and more efficient? Are you tired of the waste? Join us to learn about the investigative tools that were created in Arizona APS to standardize investigations and decrease investigation length. These tools will assist you in aligning with National Best Practice. Come and hear how the Arizona Management System has assisted in closing cases 9 months faster. There will be a hands-on demonstration of the tools that have proved effective for Arizona APS.

### **803 - Connecting the Dots - Innovative Collaborations to Address Homelessness in Monterey County**

*Travis Beye, MSW, Monterey County APS*

*Fawn Mackey, Monterey County APS*

*Sgt. Jake Pinkas, Monterey Police Department*

*Allison Yant, MSW, Monterey County DSS/Aging and Adult Services*

This workshop will highlight the development and evolution of Monterey County's unique partnership between law enforcement, Adult Protective Services, Behavioral Health, medical services and domestic violence services to address the needs of homeless clients. It will focus on the accomplishments of the Multi-Disciplinary Outreach Team (MDOT), spearheaded by an initial collaboration between the Monterey Police Department and Monterey County APS. In addition, members of MDOT participate in a broader Monterey PD Community Action Team (CAT) that encompasses other agencies providing services to the homeless community. In addition to improving collaborative efforts to serve the homeless population, the MDOT has resulted in increased collaboration and communication between APS and Monterey PD on cases involving housed elders and dependent adults. The workshop will also include information about Navigator University, a series of classes launched as a pilot program in 2018 and expanded into a 16-hour course in 2019. This effort, developed by a collaborative team led by APS, is focused on providing tools and resources to homeless service providers and other professionals as they assist homeless clients navigate from homeless to housed. This workshop will demonstrate the partnership between the Monterey PD sergeant who leads the MDOT, the APS Social Worker with decades of experience serving elders, dependent adults, and the homeless population, and the APS Supervisor and Program Manager who oversaw the project's implementation.

### **804 - Open Forum: Managing Privacy and Confidentiality**

*Shelly L. Jackson, Elder Justice Initiative*

*Hilary Dalin, Office of Elder Justice & Adult Protective Services, US DHHS*

*Judith Kozlowski, Elder Justice Consultant*

APS is being asked to collaborate with a wider array of professionals, either individually with financial institutions or through participation on multidisciplinary teams which may include financial institutions. The boundaries around confidentiality and privacy are clear to some and amorphous to others. In this workshop, presenters will briefly describe what they see as the barriers to sharing information as well

as the safeguards and constraints around sharing information, such as the adoption of a Memorandum of Understanding (MOU) among other tools. The remainder of the session is designed to be interactive and elicit from the audience their concerns around privacy and confidentiality, methods by which privacy and confidentiality concerns have been addressed, with an eye towards finding solutions that facilitate comfort with and faith in collaborations.

### **805 - Risk? What Risk? (A Demonstration of the NAPSA Core Module -"Risk Assessment")**

*Paul Needham, NAPSA Education Committee*

This workshop on risk assessment in APS will be a shortened demonstration version for the "Risk Assessment" module, which is one of the 23 Core Training Modules identified by NAPSA and ACL's (Administration for Community Living) "National Voluntary Consensus Guidelines for State Adult Protective Services Systems". The primary goal of This Workshop is to raise the awareness of the value and availability of all the 23 core Competency training modules to APS staff in all the states, by highlighting purpose and goal of the full 7 hour instructor led module is to Define risk assessment and its function With the 90 minutes provided in this workshop time frame we will explore and discuss from the original 7 hour training module the concepts and process of assessing Risk in the 5 domains and using different scenarios and the 3-S's Model: 1. How Soon, 2. How Sure, 3. How Severe. By the end of the workshop participants will have the experience of utilizing a tool (The 3-S's) that can be used to intentionally think about and assess risk, and utilize that knowledge to development service plans designed to reduce risk, and they will have had the experience of participating in a portion of the already structured full day training they can use to train their new APS staff on risk and learn of the availability and value of the 23 NAPSA Core Training Modules both in E-learning and Instructor led training formats

### **806 - The EAGLE has Landed- Come Learn about the Elder Abuse Guide for Law Enforcement**

*Beacon of Light, USC Keck School of Medicine  
Lauren Rosell, NCEA*

This session presented by the National Center on Elder Abuse will showcase available tools to combat elder exploitation, including mobile apps, databases, trainings and guides. The session will also feature an introduction to EAGLE, the Elder Abuse Guide for Law Enforcement. These incentives are funded by the Department of Justice and developed by law enforcement for law enforcement. EAGLE provides guidelines on evidence collection, a state-by state penal code database, older adult resources in your area and law enforcement roll call videos.

### **807 - Understanding Developmental Disabilities, Consent, Capacity and Competency Part 2**

*Darla Stuart, The ARC of Aurora  
Nancy Bowden, The Arc of Aurora/Disability Justice Program*

THINK+change, a program of The Arc of Aurora, proposes to provide a specialized, basic-level training on capacity, competency and consent as it relates to supporting adults with intellectual and developmental disabilities (IDD). The training will include lecture, interactive and tools.

### **808 - The Practical Application of Ethical Considerations in APS Casework**

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

As APS workers, or as attorneys or others working with APS, we learn the principles of APS casework and the ethical and legal standards that apply to APS work. The problem is, things aren't always as clear cut when working real cases. In this workshop, we will explore some of the real life dilemmas that come up frequently in APS cases. We will tease apart the different issues involved in these situations using an ethical framework, and learn to provide a reasoned argument for our case decisions. This will be an interactive discussion, so come ready to dig into some tough issues!

### **809 - Vulnerable Adult Guardian ad Litem Program**

*Shell Kozemko, MSW, Vulnerable Adult Guardian ad Litem Program of South Carolina*

*Brenda Stalzer, LMSW, Vulnerable Adult Guardian ad Litem Program*

Learn about one state's innovative program that is the voice for vulnerable adults who are in Adult Protective Services custody. The mission of the South Carolina Vulnerable Adult Guardian ad Litem (VAGAL) program is to advocate for the best interests of abused, neglected, and exploited vulnerable adults in family court by providing adult guardian ad litem (GAL) representation. The program began as a pilot designed through collaboration between a group of stakeholders composed from the academia, legal, and human service communities. Follow the program through its development, implementation, evaluation, and subsequent legislation and funding. Case studies will be presented that highlight the effectiveness of the program and the impact on clients' rights and self-determination.

## **Dining Experience**

Enjoy an night out  
on the town!

Join us for a scenic  
stagecoach ride,  
provided by Premier  
Charters Denver,  
through a lovely,  
historic residential



area and through mountains outside of Boulder to  
the old Gold mining settlement of Goldhill Inn. En-  
joy fine dining while listening to the sounds of blue-  
grass band, WireWood Station.

Experience includes transportation to and from the  
Omni Interlocken hotel, dinner and entertainment. A  
cash bar will be available.

Interested? Add this experience on to your conference  
registration for only \$45 per person.

# FREQUENTLY ASKED QUESTIONS

## **Q: Who should attend the NAPSA Conference or the Elder Financial Exploitation Summit?**

A: The conference will benefit anyone who works with adults with disabilities and older adults or who manages a program that comes into contact with these populations. The summit will be of particular interest to those who come into contact with older adult victims of financial exploitation.

## **Q: How many people attend the conference and summit?**

A: Our conference draws approximately 600 attendees each year and the Summit on Elder Financial Exploitation draws approximately 250.

## **Q: Is there a special NAPSA conference lodging room rate? Why don't I see it anywhere on this brochure?**

A: Yes there is! Unfortunately, we are not permitted to advertise this rate, but you can see it when [making a reservation](#) for the event.

## **Q: Can I get the conference lodging rate for the weekend before or after the event?**

A: Yes, the hotel will make a block of rooms available for these days on a first come, first come basis. They may fill up fast, so the sooner you make the reservation, the better!

## **Q: Is the 10th Annual Elder Financial Exploitation Summit included in the conference registration fee?**

A: There is a separate fee of \$175 for this event.

## **Q: Are there sponsorship opportunities?**

A: Yes, there are! Please visit [www.napsa-now.org/conference](http://www.napsa-now.org/conference) to see details about sponsorship.

## **Q: Will continuing education units be available?**

A: Yes! We will be offering continuing education at the cost of \$35.00 per certificate. Please select the option for CEUs during your registration.

## **Q: I'm not sure if I'm a member or not. How do I find out?**

A: Contact us at [info@napsa-now.org](mailto:info@napsa-now.org) to inquire about membership status.

## **Q: When does the price go up for registration?**

A: The early registration fee is good through Tuesday, July 31, 2019 at 12:00 AM ET.

## **Q: Will there be handouts for each workshop?**

A: NAPSA has **gone green** and does not print handouts, although some speakers do bring handouts with them. Most conference materials will be posted to a password protected section of the NAPSA website if you wish to print materials.

## **Q: Can I volunteer at the conference for a discount?**

A: All volunteer slots are filled by existing Conference Committee members, who also pay full price. Sorry, we do not have volunteer positions in exchange for reduced registration fees.

## **Q: Don't I have to sign up for specific workshops at registration and attend those I picked?**

A: No. We will make all the information available about the workshops. You may attend any workshop you wish at the conference, but spaces are first come, first served.