



National Adult Protective Services Association



24th Annual NAPSA Conference

4th Annual NAPSA Summit on Elder Financial Exploitation



October 2-4, 2013
Crowne Plaza Riverfront | St. Paul, MN



Conference Partners

Hennepin County Human Services and Public Health Department

MN Department of Human Services, Adult Protection

MN Board on Aging

MN Social Service Association

MN County Attorney's Association


Vulnerable Adult Justice Project



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www.regonline.com/NAPSA2013

❧ Conference At-a-Glance ❧

Monday September 30, 2013	
9:00 am – 5:00 pm	NAPSA Board of Directors Meeting
Tuesday October 1, 2013	
6:00 pm – 8:00pm	Welcome Reception All conference attendees, speakers and sponsors are invited to an opening reception. Come and network, catch up with colleagues and relax in the South Garden. Cash bar and light hors d'oeuvres will be served. We hope to see you there!
Wednesday October 2, 2013	
7:30 am – 9:00 am	Continental Breakfast
8:30 am – 9:00 am	Opening Remarks
9:00 am – 10:15 am	General Session I/Keynote <i>Life Gets Better: The Unexpected Pleasures of Growing Older</i> Wendy Lustbader, MSW <div style="float: right; text-align: center;">  </div> <p>Nationally acclaimed speaker and author Wendy Lustbader will engage us in exploring what it means to flourish in later life. Drawing on her decades of experience as a social worker with people of all ages, Lustbader makes the case that as we get older we gain self-knowledge, confidence, and an increasing capacity to be true to ourselves. She debunks the myth that youth is the best time of life, instead showing how hard-earned lessons make our later years the most fruitful. Younger people will draw hope from her message, and those with length of days will feel affirmed and inspired. The lively presentation will be full of stories and audience dialogue, designed to awaken the heart and mind.</p>
10:15 am – 10:30 am	Break
10:30 am – 12:00 pm	Workshop Sessions I
12:00 pm – 1:30 pm	Lunch <i>(On-Your-Own)</i>
1:30 pm – 3:00 pm	Workshop Sessions II
3:00 pm – 3:15pm	Break
3:15 pm – 4:45 pm	Workshop Sessions III

❧ Registration Fees ❧

NAPSA Members & Minnesota APS Staff *	\$350
Non-Member *	\$425
NAPSA Member - Late Registration	\$425
Non-Member - Late Registration	\$500
One Day - NAPSA Member *	\$175
One Day - Non-Member *	\$215
One Day - NAPSA Member - Late Registration	\$215
One Day - Non-Member - Late Registration	\$250
Elder Financial Exploitation Summit	\$125

*Reduced registration is available until September 16, 2013

4th Annual Summit on Elder
Financial Exploitation

October 4, 2013

More info at www.napsa-now.org/conference

❧ Conference At-a-Glance ❧

Thursday October 3, 2013

7:30 am – 9:00 am	Continental Breakfast
9:00 am – 10:30 am	Workshop Sessions IV
10:30 am – 10:45 am	Break
10:45 am – 12:15 am	Workshop Sessions V
12:15 am – 1:45 pm	<p>Awards Luncheon</p> <p>Join your colleagues at this plated luncheon where the outstanding work of APS professionals and partners across the country is acknowledged and celebrated. A brief annual NAPSA business meeting is also held.</p>
1:45 pm – 2:45 pm	<p>General Session II</p>  <p>Minnesota’s S.A.F.E. Elders Initiative: A Multimedia, Multidisciplinary Collaborative Model for Building Awareness</p> <p>Panel Discussion</p> <p>S.A.F.E. Elders began with a training video project initiated by Anoka County (MN) Attorney, Tony Palumbo. Fifteen months later, the products of a considerably expanded effort included a documentary on Minnesota Public Television, a DVD with victim and expert interviews, a toolkit of training materials, a website, an investigators’ App, a prosecutors’ trial notebook, and a premier at the 2013 World Elder Abuse Awareness Conference, attended by over 200 people in St. Paul, MN. In the process, the roster of project supporters grew across a broad span of agencies and associations. Elder Justice Scholars, students in advanced Elder Law at William Mitchell College of Law, contributed their research and development skills to the mobile App and the prosecutors’ trial notebook. This workshop will demonstrate and describe the many facets of this public awareness and training project as well as the unique mix of stakeholder and student contributions to the work.</p>
3:00 am – 4:30 pm	Workshop Sessions VI
4:30 pm – 5:00 pm	Closing Remarks



NAPSA | www.napsa-now.org/conference

Host Hotel



Crowne Plaza Riverfront

Situated atop the bluffs of the Mississippi River in downtown St. Paul, the Crowne Plaza Hotel St. Paul - Riverfront is one of the best hotels in St. Paul, MN. Relax in the comfortable accommodations and enjoy unrivaled access to the best of the Twin Cities.



A block of rooms have been reserved for September 29, 2013 - October 4, 2013 at the Crowne Plaza St. Paul Riverfront. The special room **rate of \$119 per night** will be **available until September 8, 2013** or until the group block is sold-out, whichever comes first. Booking a reservation is simple. To begin the process, click the link below.

Please visit www.napsa-now.org/conference for booking info.

Workshop Details

Workshop Sessions I - Wednesday, October 02, 2013 10:30 AM - 12:00 PM

101 - Responding to Older Victims of Domestic Violence

Holly Ramsey-Klawnsnik - Klawnsnik & Klawnsnik Associates

Katie Galenius - Older Battered Women's Program at Greater Lynn Senior Services

Investigation and intervention methods that best preserve victim safety and respect the rights of victims of domestic violence will be explored in this session. Topics to be addressed include: gaining access to alleged victims in ways that preserve the safety of all, building rapport and gathering information on the history of abuse, and working with victims to build and implement safety and short- and long-term intervention plans. Throughout the session, the special needs of older victims will be addressed.

102 - Guardianship, Conservatorship, and Less Restrictive Alternatives

Anita Raymond - VOA MN

When working with clients who have impaired cognitive capacity to address self-neglect, caregiver neglect, financial exploitation, we often turn to guardianship/conservatorship to protect the client from future maltreatment. However, in many circumstances, this court intervention may be an unnecessary intrusion, and may not be the most effective intervention. This workshop will teach attendees what guardianship/conservatorship is; process for appointment of a guardian/conservator in Minnesota; and will address why guardianship/conservatorship is often not the best intervention; and

103 - NAMI: In Our Own Voice

Brian Jost - NAMI Minnesota

In Our Own Voice is a public education program in which two trained speakers share compelling personal stories about living with mental illnesses and achieving recovery, showing that there is hope for recovery for people with mental illnesses. The presentation includes personal stories from two presenters, video clips of other peoples' personal stories, and an opportunity for questions and answers with presenters. Topics include Dark Days, Acceptance, Treatment, Coping skills, and Successes, Hopes, and Dreams.

104 - Your Honor, Our Next Witness is...APS!

Candace Heisler, JD - Heisler & Associates

APS workers may be called as witnesses in criminal, civil, and administrative proceedings. Knowing the "rules of the road", understanding the role of the witness, and being prepared will enhance the APS worker's professionalism and confidence. In this workshop, the presenter who brings extensive experience as a courtroom litigator, will highlight ways to increase courtroom competence and suggest ways to maintain the worker's professional edge.



Workshop Details



Workshop Sessions I - Wednesday, October 02, 2013 10:30 AM - 12:00 PM

105 - The Elder Abuse Decision Support System: Development, Theory and Practice

Kendon J. Conrad, PhD - Chestnut Health Systems

Madelyn Iris, PhD - CJE Senior Life

Jessica Mazza, PhD - Chestnut Health Systems

This symposium will describe the development, theoretical framework, and implementation of the Elder Abuse Decision Support System (EADSS), an integrated, computerized, web-based system integrating standardized procedures, assessments, reporting and intervention. In the first phase of the initial conceptualization and development study, standardized, self-report assessment measures for psychological abuse and financial exploitation were developed using concept mapping methodology. These were then field tested. In the next phase of development requirements for a computerized, web-based decision support system were defined with end-user input and a prototype system was designed and tested. In the current phase, the EADSS has moved from prototype to reality, and is currently being implemented in six demonstration sites in Illinois.

106 - Public-Private Partnerships to Prevent Abuse Against People with Disabilities: The IMPACT:Ability Model

Meg Stone - Triangle

Nancy Alterio - Massachusetts Disabled Persons Protection Commission

The IMPACT:Ability Model helps organizations prevent abuse and respond effectively to abuse reports. Abuse prevention is best accomplished by a visible, coordinated effort that includes official policies, education, and an organizational culture that supports choice, welcomes challenging conversations, ensures respectful communication, and values healthy relationships. Triangle, a disability service and advocacy organization in Massachusetts, has implemented a unique organizational culture and policy change effort designed to prevent abuse against people with disabilities. In IMPACT:Ability, people with disabilities are taught the skills to protect and advocate for themselves, disability service providers are educated about abuse, and the organizational culture supports safety and choice for people with disabilities. IMPACT:Ability is a collaboration that includes state agencies such as the Massachusetts Department of Developmental Services and the Massachusetts Disabled Protection Commission. Participants in this session will learn about promising practices for organizational policy and culture change, procedures for improving the reporting of abuse against people with disabilities, and ways for nonprofit organizations and state agencies to effectively collaborate.

107 - Implementing Efficient Practices: Doing More with Less

Yolanda Thompson - Fairfax County Adult and Aging

Annie Barber - Fairfax County Adult and Aging

This workshop will provide a systems approach to case management and will be led by a senior APS worker and Quality Assurance Manager. Requests for services have increased resulting in higher caseloads. Cases are often complex due to the interaction of dementia, mental health, incapacity and other factors which creates a need for efficient practices. Join us for an interactive lecture and learn about practices implemented in Fairfax County Adult and Aging to support workers' ability to better manage their caseloads in this "Do More With Less" environment.

108 - Connection through Communication: Do You Really Hear Me?

Dan Elliott - Dan Elliott LLC

When it comes to communication, there's a significant difference between hearing and listening. Hearing is a biological function; listening is a mental process and learned skill. Listening plays an important part of our workday. In addition to gathering information, it is a means to connection and rapport. Considering how important listening is, and how much of our day is spent doing it, we received the least amount of training of it in school. Think about it: Most of our learning on how to communicate was from reading, writing, and speaking.

Workshop Sessions II - Wednesday, October 02, 2013 1:30 PM - 3:00 PM

201 - Because It's Black and Blue Does Not Mean It's a Bruise: Forensic Wound Identification and Documentation of Abuse and Neglect (Part 1)

Daniel J. Sheridan, PhD, RN, FNE-A, FAAN - Johns Hopkins University School of Nursing

Two Sessions (Part I & Part II Format) In this two-part presentation, participants from multiple disciplines will learn techniques for improving their verbal and physical assessments of abuse and neglect, forensic documentation, both written and photographic, of vulnerable individuals with possible abuse-related injuries. In addition, participants will learn to better assess if injuries were from falls versus being "found down." Basic forensic terminology will be presented in a format immediately useful to various professionals. Using a case history approach, an extensive series of instructive injury slides will be shown to demonstrate patterned injuries and injuries in various stages of healing. The last part of the workshop will include group participation and discussion to correctly identifying forensic injuries in two adjudicated cases and discuss how to best document and investigate the cases. To maximize learning, it is highly recommended participants attend Part 1 which will build in Part 2.

Workshop Details

Workshop Sessions II - Wednesday, October 02, 2013 1:30 PM - 3:00 PM

202 - Improving Case Outcomes Through Effective Partnerships with the Criminal Justice System: A Case Study

Candace Heisler, JD - Heisler & Associates

Lori Delagamatikas - San Diego State University

When elder abuse becomes both a protective services matter and a criminal case, Adult Protective Services workers seek to work with the criminal justice system to protect clients and hold offenders accountable. These efforts to partner with criminal justice agencies have not always been successful due to differences in role, system rules and requirements, practice, and knowledge. Using a case example, presenters will suggest ways to improve expectations, increase knowledge of the criminal justice system and its rules and approaches, and enhance an understanding of the critical role Adult Protective Services can play in criminal cases. The presenters will draw on their experience in prosecution and adult protective services to guide this interactive workshop.

203 - Money Smart for Older Adults - Prevent Elder Financial Exploitation Curriculum: A Train-the-Trainer for APS and Financial Professionals

Jenefer Duane - Consumer Financial Protection Bureau

Join the Consumer financial Protection Bureaus' Office for the Financial Protection Older Americans and the Federal Deposit Insurance Corporation for a train-the-trainer on how to utilize the Money Smart for Older Adults curriculum to raise community awareness and response to elder financial exploitation. The session will introduce the FDIC's Money Smart curriculum and share best practices for planning successful community events; partnering with financial institutions; and executing an effective presentation. The session will also provide an overview of the CFPB Office for Older Americans and the resources the agency provides for older adults, family caregivers and community advocates.

204 - Domestic Violence in Later Life

Tara Patet - St. Paul City Attorney's Office Joshua Lego St. Paul Police Department

Many people believe that elder abuse is primarily stranger scams, financial exploitation, and abuse that occurs in nursing homes. In reality, a significant portion of elder abuse is intimate partner violence and violence perpetrated by trusted family members in the home. This workshop will explore the dynamics of domestic violence in later life, the unique barriers to safety that many of these victims face, and provide insights for successful investigations and prosecutions of these crimes.

205 - Super Self-Care for Overstressed Abuse Professionals

Holly Ramsey-Klawnsnik - Klawnsnik & Klawnsnik Associates

Professionals handling APS cases are routinely exposed to highly traumatizing material and events. As a result, super self-care is needed but often not practiced by hard-working individuals who are focused on the needs of their clients, their families, and others around them. This session will provide gentle reminders regarding the harmful effects of unmanaged stress and vicarious trauma and the need for all who handle cases involving human cruelty and suffering to take super care of themselves. Coping with a highly demanding job, clients with multiple serious unmet needs, and conflicting multiple demands will be discussed.

206 - Personal Safety in the Workplace (Part 1)

Dan Elliot - danelliot.net

Two Sessions (Part I & Part II Format) This workshop will cover essential skills needed to maintain personal safety on the job, including the Four "A"s of safety: Awareness, Assessment, Anticipation, and Action, including increased awareness when interacting with individuals and "unknown others," building rapport, de-escalation, going into unfamiliar areas, and entering homes of strangers. Thinking about personal safety at the workplace isn't the most fun thing, but learning to be safer can be!

207 - The Use of Involuntary Interventions in APS

Alan J. Lawitz, Esq. - New York State Office of Children & Family Services , Director, Bureau of Adult Services
Paul L. Caccamise, LMSW, ACSW - Lifespan of Greater Rochester

Social Work practice ethics emphasize client autonomy and choice, as do the laws underlying APS, yet APS staff are frequently called upon to consider involuntary interventions for their clients. They often must assess the need for involuntary measures and are sometimes called upon to implement involuntary interventions in their cases. This workshop will examine when involuntary interventions are called for, when they are not, and what ethical decisions and dilemmas surround service planning that contradicts a clients wishes or cases in which it is unclear what the clients wishes are. Presenters will review involuntary measures that are available and discuss case examples.

Workshop Details

Workshop Sessions II - Wednesday, October 02, 2013 1:30 PM - 3:00 PM

208 - Building Your Case to Stand the Test of Time

Paul Needham, MBA - Oklahoma Department of Human Services

Steve Field - Tennessee Department of Human Services

In this fun and interactive workshop participants will learn the value of "Building Your Case to Stand the Test of Time." APS Training of all kind can be and should be an interactive experience. Two experienced APS trainers from different states will demonstrate the adaptability and availability of this workshop on APS Case Documentation and the other 22 APS Core Competency Training Modules identified by NAPSA. This workshop will be short on lecture and long on discussion, demonstration and interactive exercises.

Workshop Sessions III - Wednesday, October 02, 2013 3:15 PM - 4:45 PM

301 - Because It's Black and Blue Does Not Mean It's a Bruise: Forensic Wound Identification and Documentation of Abuse and Neglect (Part 2)

Daniel J. Sheridan, PhD, RN, FNE-A, FAAN Johns Hopkins University School of Nursing

Two Sessions (Part I & Part II Format) In this two-part presentation, participants from multiple disciplines will learn techniques for improving their verbal and physical assessments of abuse and neglect, forensic documentation, both written and photographic, of vulnerable individuals with possible abuse-related injuries. In addition, participants will learn to better assess if injuries were from falls versus being "found down." Basic forensic terminology will be presented in a format immediately useful to various professionals. Using a case history approach, an extensive series of instructive injury slides will be shown to demonstrate patterned injuries and injuries in various stages of healing. The last part of the workshop will include group participation and discussion to correctly identifying forensic injuries in two adjudicated cases and discuss how to best document and investigate the cases. To maximize learning, it is highly recommended participants attend Part 1 which will build in Part 2.

302 - What To Do About Bullies in Long-Term Care Settings

Lori Goetz - Office of Ombudsman for Long Term Care

Sandra Newbauer - Office of Ombudsman for Long Term Care

The purpose of the Adult Bullying presentation is to help residents and staff at Long-Term Care facilities prevent bullying amongst residents and to also have some possible solutions to implement if bullying is already going on at facilities. We will discuss causes for bullying that may help narrow down potential solutions to try, define what constitutes bullying, talk about the characteristic of those who bully and who are bullied, discuss types of bullying, and will also give some solutions for individuals and systemic solutions to try. We hope to help facilities and residents make the residents' place to live one that they enjoy and truly consider their home.

303 - Research Analyzing Adult Protective Service Data: What Does It Tell Us?

Joy Swanson Ernst, PhD, MSW - Hood College

Carol Dayton, MSW - Consultant & Trainer in Aging & Elder Abuse Investigations

Holly Ramsey-Klawnsnik, PhD - Klawnsnik, Klawnsnik & Associates

The mission of Adult Protective Services (APS) is to protect older and vulnerable adults from abuse, neglect, and exploitation. The complexity of APS cases and the potential for life-changing interventions point to the need for research that examines and evaluates APS practices. The purpose of this workshop is to present the results of a review of published, peer-reviewed research that used APS agencies, clients, data, or resources to test hypotheses regarding elder abuse. The review identified 50 studies conducted in the United States between 1996 and 2001. Each study was categorized according to its essential research questions; several studies were placed into more than one category. Instruction will be delivered by lecture and PowerPoint presentation. After attending this session participants will be able to: 1. Appreciate the range and categories of research studies that use data and resources from Adult Protective Services (APS) agencies. 2. Understand the major findings of and limitations of studies that use data from APS agencies. 3. Be knowledgeable of recommendations for future research utilizing APS data and resources.

304 - Quality of Life and Quality of Care in Nursing Homes: Abuse, Neglect, and the Prevalence of Dementia

Kevin E. Hansen, J.D. School of Aging Studies, University of South Florida

This presentation examines multiple factors that contribute to the quality of care and quality of life in nursing homes. The first part of the presentation will focus on the deficiency citations issued to nursing homes relative to abuse and neglect, to analyze which deficiency citations are highly associated with the issuance of a citation (i.e., F-tags) for either abuse (F-223) or neglect (F-224). Using Online Survey Certification and Reporting (OSCAR) data from 2000 – 2010, we created a nursing home longitudinal panel data set to analyze abuse, neglect, and related deficiency citations and compared each nursing home against itself over the included years. The second part of the presentation will discuss the effect of nursing home facility-level characteristics on the prevalence of residents with a diagnosis of dementia in each facility. Based upon OSCAR data from 2008, facility chain membership, total deficiency citations, Medicare and Medicaid reimbursement, and behavioral symptoms were analyzed to determine impact on the number of residents with a diagnosis of dementia.

Workshop Details

Workshop Sessions III - Wednesday, October 02, 2013 3:15 PM - 4:45 PM

305 - Risk Factors for Re-Reports to APS: Findings Across Three United States' Jurisdictions

Kristen Johnson - National Council on Crime & Delinquency

Kez Wold - Texas Department of Family & Protective Services

Stephen Roberts - Texas Department of Family & Protective Services

Rachel Lakin - New Hampshire Department of Health and Human Services

Many Adult Protective Service (APS) jurisdictions are constrained to serving individuals for whom reported allegations were found to be true, and/or are living in poverty. These characteristics used to determine whether or not an individual can receive treatment and prevention services may or may not be related to the likelihood of future harm. Other client and caregiver characteristics may be more closely related to the likelihood of subsequent APS involvement. This presentation will compare recidivism data from three United States' jurisdictions to examine whether APS workers' decisions to substantiate allegations or not is related to recidivism when measured as re-reports of harm in a one-year follow-up period. Additional risk factors common to all three states will be discussed as well. The latter part of the session will be a facilitated discussion about how agencies can conduct similar research, and why this information might be helpful.

306 - Personal Safety in the Workplace (part 2)

Dan Elliot - danelliot.net

Two Sessions (Part I & Part II Format) This workshop will cover essential skills needed to maintain personal safety on the job, including the Four "A"s of safety: Awareness, Assessment, Anticipation, and Action, including increased awareness when interacting with individuals and "unknown others," building rapport, de-escalation, going into unfamiliar areas, and entering homes of strangers. Thinking about personal safety at the workplace isn't the most fun thing, but learning to be safer can be!

307 - Chemical Restraint: Elder Abuse in Long Term Care

Linda Kincaid, MPH - Examiner.com

Chris Murphy, MS Director - Consumer Advocates for RCFE Reform

Use of psychoactive drugs as chemical restraint is harmful to the resident, and it is unlawful. Chemical restraint destroys dignity and quality of life. Formerly functional residents lose the ability to walk and become incontinent. Cognitive function declines, and memories are lost. California's Personal Rights for Residential Care Facilities for the Elderly specifies the right to reject unwanted medical care, including medication. A similar statement of personal rights applies to residents in skilled nursing facilities, plus federal regulations prohibit chemical restraint in skilled nursing. California's Notice of Conservatee's Rights specifies that a conservatee retains the right to make his or her own medical decisions. Chemical restraint is a crime under both California and federal law. Public records from California show that over-medication and chemical restraint are common. Many long-term care facilities are cited for administration of psychoactive medication to manage dementia, wandering, agitation, and other "behavioral problems." Licensing agencies and APS staff can benefit from understanding that chemical restraint is not an appropriate or lawful response to the challenges of managing cognitive impairment and dementia.

308 - In Their Own Words: I'm Having to Suffer for What He Did to Me

Paul Needham, MBA - Oklahoma Department of Human Services

Jerry Hines Oklahoma - Department of Human Services

Through a short introduction and an interactive session utilizing a video clip and group activity & discussion this workshop will help participants be able to: recognize and acknowledge power and control dynamics in abuse later life cases, affirm victim's strengths, survival skills, and courage; use an approach that recognizes safety issues; list potential services; promote an interdisciplinary approach.

Workshop Sessions IV - Thursday, October 03, 2013 9:00 AM - 10:30 AM

401 - Monitoring & Prosecuting Guardianship Fraud in Ground Zero

Anthony Palmieri, JD - Clerk & Comptroller Palm Beach, Florida Division of Inspector General

Sharon R. Bock, Esq. - Clerk and Comptroller Palm Beach, Florida

As the nation's population continues to rapidly age, the importance of monitoring guardianship fraud will grow exponentially. Monitoring is critical to protecting society's most vulnerable citizens - incapacitated adult wards. The Clerk & Comptroller of Palm Beach County Florida, Sharon R. Bock, Esq., and her Inspector General team perform highly specialized and in-depth audits of guardianships. Session participants will hear about a cutting-edge monitoring program that is successfully deterring and identifying guardianship fraud. Participants will uncover the deceptive actions of some unscrupulous predators through the examination of court records and documents discovered using advanced investigative methods. Participants will learn how to bridge the gap between the civil guardianship courts and criminal prosecution. Participants will be empowered to approach their legislatures and courts to encourage action and effect change.

Workshop Details

Workshop Sessions IV - Thursday, October 03, 2013 9:00 AM - 10:30 AM

402 - Developing and Implementing an Assessment System for APS

Shannon Flasch - National Council on Crime & Delinquency

Jennifer Kirchen - MN Department of Human Services

Tammy Gross - Olmsted County Adult Protection

Heather Crutchfield - Norfolk Department of Human Services

This session will describe the process of developing and implementing the SDM system for adult protective services in two jurisdictions. The SDM system for APS is a set of assessments used at critical decision points in an adult protective services case. Developed by NCCD, each SDM system has common elements, but is adapted to the needs and practices of each individual jurisdiction. The SDM system for APS will be described briefly. Then, two jurisdictions at different points in implementation will share their experiences.

403 - San Diego County's Intake Pilot Project

Carol Castillon - County of San Diego

Lynn Calhoon - County of San Diego

San Diego County's Adult Protective Services undertook a Pilot Project that analyzed the intake/investigative process of Adult Protective Services workers. Adult Protective Services (APS) has had a steady increase in referrals over the past several years. Causes for the increase may be attributed to an increase in the aging population, mandated reporters, the economic crisis and an increase in immigrant refugees. In the meantime, Adult Protective Services is poorly funded and notoriously known for having a shortage in staff. Without increased funding Adult Protective Social Workers are being heavily impacted. Social workers are receiving an average of 24 cases per month which equates to a 29.9% increase in workload from years past. There has been an increase in social worker "burn-out" and a decrease in morale. Knowing that the workload would not decrease we needed to determine how to better manage the current workload while assisting our workers with burn-out and morale. The Methodology used was adopted from Lean Six Sigma.

404 - The Impact of Hoarding Disorder on Individuals, Families and Communities

Janet Yeats The Hoarding Project

Hoarding Disorder impacts over 15 million Americans, and when we include the further impact to families and communities, the number of Americans who are affected by hoarding disorder is staggering. Hoarding Disorder is complex and often misunderstood. Additionally, the impact of hoarding behaviors is felt by family members of people who hoard, adult and child protective services, mental health professionals, county and city employees, first responders, and the communities in which people who hoard live. Most often, the response to treating hoarding disorder is to conduct forced clean-outs which have been proven to be expensive, ineffective, and do not last. This presentation will provide a foundational understanding of hoarding disorder, including assessment, effective treatment, and strategies for professionals to best work with individuals who hoard, their family members and communities.

405 - Meeting the Challenge of Protecting At-Risk Elders with Cognitive Impairment: an Integrated and Empirical Approach

Linda Henderson - County of Ventura Human Services

Marcy Snider - County of Ventura Human Services

Dr. David Sommerfeld - University of California San Diego

Dr. Erik Lande - Private Practice

Workshop presents approaches and outcomes addressing the increase in elders with cognitive impairment and resulting situational complexity with emphasis on financial abuse. Successful strategies leading to measurable outcomes include sustaining an effective multi-disciplinary team; integrating evidenced-based tools for screening into practice; integrating MSW Interns/Public Health Nurses into APS practice; conducting in-home neuropsychological evaluations and assessing for financial capacity.

406 - APS and Hospital Intensive Case Management Program: A Multidisciplinary Approach to Helping Vulnerable Adults

Martha Haas, LCSW - Sacramento County Department of Health and Human Services, Adult Protective Services

Kim Dochterman, MSW - Sacramento County Department of Health and Human Services Adult Protective Services Roderick

Tinsley, BA - Sacramento County Department of Health and Human Services Adult Protective Services

Phyllis Pena, RN, BSN, PHN - Sacramento County Department of Health and Human Services Adult Protective Services

Sacramento County Adult Protective Services (APS) staff will share the successful case management program developed and implemented by APS and local hospitals that focuses on the senior and dependent adult population who are at high risk of abuse and/or neglect as well as repeated hospitalizations and emergency room visits. Funded via a combination of hospital, county, state and federal funding, the hospital case management program was created to strengthen the system of protection for this vulnerable population utilizing a collaborative, care coordination approach among public and private agencies. Workshop participants will learn how APS added a case management component to their agency's services to address client safety and expedite access and linkage to community resources while preventing and/or reducing inappropriate emergency room visits and unnecessary hospitalizations.

Workshop Details

Workshop Sessions IV - Thursday, October 03, 2013 9:00 AM - 10:30 AM

407 - It's Not Your Grandmother's APS: a Statewide Response to a Changing Service Environment in APS/Adult Services

April V. Seitz, LCSW-C, - Maryland Dept. of Human Resources

Dorinda Adams, LGSW - Maryland Dept. of Human Resources

This workshop is designed for APS/Adult Services administrators and supervisors who are Interested in system changes which can help support the capacity of their staff to provide social work case management to a growing vulnerable adult population in an environment of limited public resources.

408 - Seven Tips to Improve Team Performance

Lori Delagrammatikas - San Diego State University

Jill Nielsen - City and County of San Francisco

APS supervisors have the challenging task of keeping worker morale and performance up while workloads continue to increase and staffing, unfortunately, does not. In this interactive workshop, supervisors will learn a variety of techniques to improve the motivation, cohesion and performance of workers so that their teams can meet their goals without burning out.

Workshop Sessions V - Thursday, October 03, 2013 10:45 AM - 12:15 PM

501 - Undue Influence: Parallels to Domestic Violence, Stalking, and Sexual Abuse (Part 1)

Paul Needham, MBA - Oklahoma Department of Human Services

Candace Heisler, JD - Heisler & Associates

Two Sessions (Part I & Part II Format) Undue influence is a pattern of manipulative behaviors that result in a perpetrator getting a victim to do what the exploiter wants, even if it is contrary to the victim's previous beliefs and wishes. The tactics are employed to exploit the trust, dependency and fear of another in order to deceptively gain decision making control of the victim and may be a method to commit a crime.

502 - Facilitated Discussion of Standardized Data Elements for APS

Lori Delagrammatikas - Academy for Professional Excellence

NAPSA Regional Representatives

Erica Smith - US Department of Justice

This workshop will allow APS experts/participants to begin the national discussion of what standardized data elements should be collected by APS programs. Questions asked will include "what data elements are you currently collecting?" "How are you using them?" "What data do you wish we would collect?" "How do you define a case, a report, an investigation?" Results of the discussion will be submitted to the Resource Center to provide a voice from the field about this important topic.

503 - Understanding the Neuropsychological Functioning of a Vulnerable Adult: Beyond the Psychologist's Report

Nancy Foster, Phd Institute for Brain-Behavior Integration

What is executive functioning and how does it make someone vulnerable? What do the numbers in the psychologist's report really tell me about my client's ability to live independently? The purpose of this workshop is to demystify the findings of a neuropsychological evaluation and to help practitioners put their clients' behaviors into a more realistic, day-to-day functioning perspective. Specific tests will be discussed and clinical case examples will be provided.

504 - Upping Your Rapport Factor: A Prescription for Success in APS Practice

Paula M Mixson, LMSW-AP, CVP, CG Paula Mixson and Associates

Participants will learn to recognize and better apply the elements of rapport in their interactions with others, and thereby increase their effectiveness as communicators and APS practitioners. Lecture, PowerPoint, small group activities, demonstrations.

505 - Protecting the Gray and Gay: Introduction to Lesbian, Gay, Bisexual and Transgender (LGBT) Older Adults

Rajeon Moore - Greater Twin Cities United Way

Jane Danner - Volunteers of America

Whether you know it or not, lesbian, gay, bisexual and transgender (LGBT) elders are probably part of your caseload. Learn about the unique issues facing these populations and how these issues affect their willingness to seek out services. This session will outline issues of LGBT aging, increase service provider awareness about the diversity of sexual orientations and gender identities among senior clients, present findings from a recent needs assessment, and identify actions you can take to make your practice and organization, more LGBT culturally competent.

Workshop Details

Workshop Sessions V - Thursday, October 03, 2013 10:45 AM - 12:15 PM

506 - Implementing a Virtual Workforce

Robert K. Anderson - Florida Department of Children and Families, Adult Protective Services

Lee Ann Kelly-Christenson - Florida Department of Children and Families, Adult Protective Services

Nelson Mongiovi - Florida Department of Children and Families, Adult Protective Services

In response to increased budget shortfalls, Florida's Department of Children and Families developed and implemented a virtual workforce concept, known as "Hoteling." The Hoteling concept was first developed in response to an increasing need to optimize resources, which resulted in significant decreases in fixed costs, while investing in people and services. Attendees of this workshop will learn: Hoteling - what is it? Technology requirements for implementation Benefits of Hoteling for staff and clients Challenges to implementation.

507 - Uncovering Evidence-Based Practices for APS

Shannon Flasch - National Council on Crime & Delinquency

Nichole Carlisle - National Council on Crime & Delinquency

This session will describe, in lecture format, three reports produced under the National Adult Protective Services Resource Center. The first two concern evidence-based practices currently in use in APS agencies across the country. In 2012, NCCD conducted a literature review and a national survey under the auspices of the NAPSRC to identify evidence-based practices currently in use. In 2013, NCCD followed-up on this work with a review of evidence-based practices used in other human services fields and the potential for adapting these practices to APS. Goals: 1. Participants will be able to describe evidence-based practices currently in use in APS agencies. 2. Participants will be able to describe the extent to which evidence-based practices are used in APS agencies. 3. Participants will be able to identify evidence-based practices in other human services that may have application in APS

508 - Reaching Within: The APS Journey Into Ethics and Values (part 1)

Nyla McCarthy, RMT - Oregon Department of Human Services

Two Sessions (Part I & Part II Format) In this fast paced, highly interactive workshop, award winning trainer and presenter Nyla McCarthy will guide participants through an exploration of both personal and professional meanings of ethics and values as they apply to living a highly ethical APS service life. We will journey through developmental, cultural, class, media influenced, and politically colored beliefs, examine personal decision making frameworks, consider the three Foundational Ethical Questions for professionals and explore the NAPSA Code of Ethics and APS Principles. Finally, time permitting, Nyla will present a model framework for ethical decision making which participants will apply to real life ethical case dilemmas.

Workshop Sessions VI - Thursday, October 03, 2013 3:00 PM - 4:30 PM

601 - Undue Influence: Parallels to Domestic Violence, Stalking, and Sexual Abuse (part 2)

Paul Needham, MBA - Oklahoma Department of Human Services

Candace Heisler, JD - Heisler & Associates

Two Sessions (Part I & Part II Format) Undue influence is a pattern of manipulative behaviors that result in a perpetrator getting a victim to do what the exploiter wants, even if it is contrary to the victim's previous beliefs and wishes. The tactics are employed to exploit the trust, dependency and fear of another in order to deceptively gain decision making control of the victim and may be a method to commit a crime.

602 - National APS Certification – A Discussion

Krista Brown - San Diego State University

Lori Delagamatikas - San Diego State University

This workshop will provide an update on NAPSA's current efforts to develop a National APS Certification process as well as allow APS Professionals to discuss questions related to access, availability, and interest in certification. Questions will include: "What are your thoughts on certification?", "Would you seek certification for yourself, for your staff?", "What are some potential barriers you foresee to accessing certification in your state, county, agency?" Results of this discussion will inform the work of the NAPSA Certification Subcommittee. All levels of APS Professional are encour-

603 - The Philadelphia APS Bank Reporting and Loss Prevention Program

Joseph Snyder - Philadelphia Corporation for Aging

Participant will learn how a local APS program worked with a national bank to establish fraud protection for vulnerable older adults. Resources used to create and maintain the program will be discussed. Participants will learn how to develop relationships with the financial industry. Participants will learn how the project evolved into a city-wide Financial Exploitation Task Force that includes several major banks, law enforcement prosecution and APS.

Workshop Details

Workshop Sessions VI - Thursday, October 03, 2013 3:00 PM - 4:30 PM

604 - Understanding the Rationale & Recognition of Senior Financial Exploitation

Cary Steven Johnson 1ST District Attorney's Office

The speaker provide general facts about the older adult population in relation to elder abuse. There will be a common discussion of what constitutes financial exploitation and valid consent. The most common reasons that older adults are victimized will be presented along with warning signs of exploitation. Reasons that older adults don't report exploitation will be discussed. The speaker will discuss why information is the most relevant and effective crime prevention methodology and a discussion of how to reach seniors with that information will take place. Finally, attendees will be able to identify, understand, and assist older adults in avoiding prevalent scams. Part II: I will do a demonstration crime prevention seminar. Attendees will understand ID theft demographics, prevention of purse/wallet theft, prevention of mail theft, the safe use of checks and credit cards, methods of guarding one's Social Security number, and steps for avoiding 'Power of Attorney' fraud. Relevant Federal protections will be given and attendees will receive tools they can use to assist in keeping older adult clients or family members safer. A replicable 28-page handbook will be given to each attendee. Learning methodology will include lecture, question-and-answer, PowerPoint, handouts, audience participation, and 'show-and-tells.'

605 - Data Informed Practice Reform: How Texas is Developing and Implementing the Structured Decision Making Model

Jennifer Cotter - National Council on Crime & Delinquency

Beth Engelking - TX Dept. of Family and Protective Services

Kez Wold - TX Dept. of Family and Protective Services

Stephen Roberts - TX Dept. of Family and Protective Services

Texas Department of Family and Protective Services (DFPS) is in the process of developing and implementing the SDM assessment model to help support case decision making as part of a more comprehensive, well-planned, evidence-based practice reform effort. This presentation will provide an overview of the drivers for change as well as the steps taken to develop, test and improve the assessments with attention to tool validity, reliability, equity and utility. A representative from Texas DFPS will describe the implications of statewide implementation and practice change. 1. Participants will understand the drivers for practice reform. 2. Participants will learn about the steps taken to develop valid, reliable, equitable and useful assessment tools. 3. Participants will understand how implementation of SDM will impact practice.

606 - Financial Exploitation Investigations Protocols for APS

Linda Mill, CFE - Temple University

Denise Getgen, R.N., BSN - PA Department of Aging

This lecture will share the financial exploitation investigation protocols and forms recently introduced in Pennsylvania. Developed by the PA Department of Aging Institute on Protective Services at Temple University, the protocol uses a 7-step process and detailed investigative checklist. Using the checklist and custom forms, Protective Services Workers are recovering assets and making successful referrals to law enforcement for prosecution. The session will also review the partnership between the PA Department of Aging and Temple University, which includes the use of an Attorney and Certified Fraud Examiner as expert investigators and trainers supporting both APS and law enforcement on complex financial cases.

608 - Reaching Within: The APS Journey Into Ethics and Values

Nyla McCarthy, RMT - Oregon Department of Human Services

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Questions? Contact us at www.napsa-now.org/contact

See you in St. Paul!