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Protecting America's Vulnerable Adults

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Welcome to Portland and to the 2014 National Adult Protective Services Association's 25th Annual Conference!



On behalf of Oregonians who work every day to help keep people safe and free from harm, we wish to welcome you to the NAPSAs 25th Annual Conference: **Stronger Together: Celebrating 25 Years Protecting America's Vulnerable Adults**. Oregon is truly honored to host such a critical conference with such a meaningful and important theme.

We have so much we can learn from each other and our collective experiences. The knowledge and talent that is here at this conference is truly magnificent! At press time we had representation from three foreign countries, over 40 states and five tribal nations! There is no doubt how much stronger we are together. We are sure this conference will provide a forum for you to meet many new connections to strengthen your work.



We hope you will enjoy your time in Portland. And that the conference is inspiring and everything you hope it would be! If you need anything while you are here, please do not hesitate to ask!



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About the National Adult Protective Services Association

The National Adult Protective Services Association (NAPSA) is a national non-profit 501(c)(3) organization with members in all fifty states. Formed in 1989, the goal of NAPSA is to provide Adult Protective Services (APS) programs a forum for sharing information, solving problems, and improving the quality of services for victims of elder and vulnerable adult mistreatment. Its mission is to strengthen the capacity of APS at the national, state, and local levels, to effectively and efficiently recognize, report, and respond to the needs of elders and adults with disabilities who are the victims of abuse, neglect, or exploitation, and to prevent such abuse whenever possible.

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Want to get connected with other NAPSA members in your line of work?

*APS Administrators, Trainers, APS Supervisors,
APS Front Line, Law Enforcement or other positions/professions*

You can sign up for an email group to network with others in your line of work. This is an opportunity to exchange information, pose questions and network with your peers...giving you better tools for protecting seniors and adults with disabilities and working with APS personnel.

Interested?

Existing members - go to www.napsa-now.org/contact. Provide your name, email address and indicate your profession/position & desire to sign up for networking. New members – indicate your networking group at sign-up.

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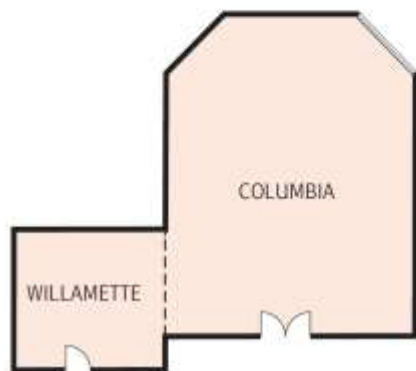
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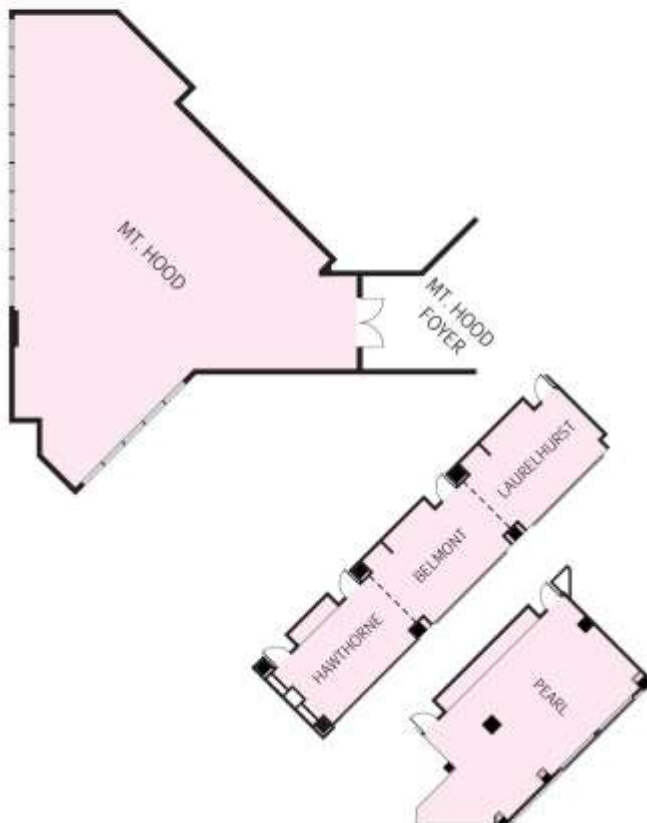
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Conference At-a-Glance

Tuesday, October 28, 2014	
9:00 am – 5:00 pm	NAPSA Board of Directors Meeting
6:00 pm – 8:00pm	Welcome Reception Location: Mt. Hood 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 29, 2014	
7:30 am – 9:00 am	Continental Breakfast Location: Ballroom Foyer Opening Remarks Location: Salons E-F
9:00 am – 10:00 am	Opening speakers will include representatives from the State of Oregon and NAPSA. Also includes national policy update from Bill Benson, NAPSA National Policy Advisor, and Bob Blancato of Matz, Blancato and Associates.
10:00 am – 10:15 am	Break
10:15 am – 11:45 am	Workshop Sessions I Location: See Workshops-at-a-Glance Lunch (<i>On-Your-Own</i>)
11:45 am – 1:00 pm	
1:00 pm – 2:00 pm	General Session I/Keynote Location: Salons E-F Gert Boyle, Chairman of the Board Columbia Sportswear Author, <i>One Tough Mother</i>  <p>In her 2005 book "One Tough Mother" Gert Boyle shares an honest and often irreverent account of her truly resilient journey from childhood in Nazi Germany through suddenly taking over the family business after her husband's heart attack to the challenges and rewards as one of the first women to lead a sportswear company. Her come-back story is one that inspires anyone facing difficult circumstances beyond their control and encourages humor, hard work and "doing better tomorrow." Gert Boyle, 90, lives in "independent living" and still works full-time at Columbia Sportswear, where she is Chairman of the Board. When she was in her late 80's she was the victim of a brutal kidnapping attempt, but sprang back to living her full life dedicated to family, work and having fun with friends.</p> <p>Kerry Tymchuk, co-author of "One Tough Mother" will present with Ms. Boyle. Their "dog and pony" show has been well-received in many Oregon settings. Kerry is Executive Director of the Oregon Historical Society and has assisted several national and local personalities in capturing their memoirs. He is also a well-known speaker and personality in Oregon.</p>
2:00 pm – 2:15 pm	Break
2:15 pm – 3:45 pm	Workshop Sessions II Location: See Workshops-at-a-Glance Break
3:45 pm – 4:00 pm	
4:00 pm – 5:30 pm	Workshop Sessions III Location: See Workshops-at-a-Glance Dinner and Networking Event Location: Marriott Lobby
6:00 pm - 10:00pm	NAPSA'S Evening at McMenamin's Edgefield. Meet in Main Lobby 6:00 p.m. sharp for transportation and don't forget your ticket! Sorry, this event is limited to those who pre-purchased tickets.

Conference At-a-Glance

Thursday October 30, 2014

7:30 am – 9:00 am	Continental Breakfast	Location: Ballroom Foyer
9:00 am – 10:30 am	Workshop Sessions IV	Location: See Workshops-at-a-Glance
10:30 am – 10:45 am	Break	
10:45 am – 12:15 pm	Workshop Sessions V	Location: See Workshops-at-a-Glance
12:15 pm – 1:45 pm	Awards Luncheon <small>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.</small>	Location: Salons E-F
1:45 pm – 2:45 pm 	General Session II Kathy Greenlee, Administrator US Administration for Community Living <small>Kathy Greenlee serves in the dual roles of Administrator of the Administration for Community Living and the Assistant Secretary for Aging. Ms. Greenlee was appointed by President Obama as Assistant Secretary for Aging at the US Department of Health and Human Services and confirmed by the Senate in June 2009.</small>	Location: Salons E-F
2:45 pm – 3:00 pm	Break	
3:00 pm – 4:30 PM	Workshop Sessions VI	Location: See Workshops-at-a-Glance
4:30 pm – 5:00 pm	Closing Remarks & Scholarship Fund Basket Raffle	Location: Salons E-F



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Workshops At-a-Glance

No.	Title	Room
Workshop Sessions I - Wednesday, October 29, 2014 10:15 AM - 11:45 AM		
101	Preventing Elder Abuse by Reducing Stigma Across the Generations	Salon B
102	Cutting Edge Initiatives in Georgia	Salon G
103	Increasing the Efficiency of APS Investigations	Salon A
104	Alzheimer's: Recognizing, Communicating & Resources: What You Need to Know	Salon C
105	APS and Law Enforcement: Up Close and Effective in Massachusetts	Salon H
106	Critical Issues in Investigative Interviewing	Salon I
107	Standardization in APS Practice: National Program Standards and Certification Projects	Salon D
108	Connection through Communication: Are You Listening?	Eugene
Workshop Sessions II - Wednesday, October 29, 2014 2:15 PM - 3:45 PM		
201	Financial Abuse Cases in which a Professional Commits Undue Influence	Salon A
202	Acutely Vulnerable Adults (AVA): New Tools for Identification and Intervention with APS' Most At-Risk Clients	Salon D
203	The Benefits of Taking a Multidisciplinary Approach to Elder/Vulnerable Adult Abuse (Part 1)	Salon G
204	Update on National Adult Abuse, Neglect and Exploitation Data System (NAANEDS)	Salon B
205	Managing Stress and Preventing Burnout: Evidence-Based Practices that Work (Part 1)	Salon C
206	Investigative Techniques: What APS Can Learn from the Police	Salon I
207	Guardianship Infrastructure Reform through WINGS: Working Interdisciplinary Networks of Guardianship Stakeholders	Salon H
208	Supervision without Stress? Seriously!	Eugene
Workshop Sessions III - Wednesday, October 29, 2014 4:00 PM - 5:30 PM		
301	The Benefits of Taking a Multidisciplinary Approach to Elder/Vulnerable Adult Abuse (Part 2)	Salon G
302	From Punitive to Partnering: How the State Hospital and Protective Services Worked Together to Build A Solid Foundation and Positive Outcomes for Patients	Salon B
303	Ten Tips for Effective Witness Testimony	Salon A
304	Managing Stress and Preventing Burnout: Evidence-Based Practices that Work (Part 2)	Salon C
305	Legal Incapacity: Working with a Questionably Competent Client	Salon I
306	Polyvictimization in Later Life	Salon D
307	Elder Justice at the State Level: Building an Infrastructure for Sustained Effort	Salon H
308	A Collaborative Response to Abuse in Later Life	Eugene

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Workshops At-a-Glance

No.	Title	Room
Workshops Sessions 4 - Thursday, October 30, 2014 9:00 AM - 10:30 AM		
401	Protecting Persons with Disabilities: Results of Research on the Role of APS and Promising Practices in Investigations	Salon I
402	Discharge Planning for APS Workers	Salon B
403	Advancing the APS Field through Research: Key Findings from the Tool for Risk, Interventions and Outcomes (TRIO)	Salon G
404	The APS I-Team: Lessons Learned, Implications for Daily Practice	Salon C
405	Working with Elders with Trauma Histories: A trauma-informed approach (Part 1)	Salon A
406	Testifying in Court: A Video Training	Salon H
407	Reaching Within: The APS Professional's Journey into Ethics and Values (Part 1)	Eugene
408	Preventing Elder Financial Abuse by Training Healthcare Professionals to Screen for Cognitive Impairments That Increase the Risk of Financially Exploitation	Salon D
Workshop Sessions 5 - Thursday, October 30, 2014 10:45 AM - 12:15 PM		
501	It is Not Just a Civil Matter: How APS, Elder Law attorneys, Law Enforcement and Prosecutors Can Work Together Efficiently and Effectively to Stop Exploitation	Salon D
502	Law Enforcement and Protective Services: Finding Common Ground	Salon G
503	Restoring Lives: Bridging the Gap between Protective Services and the Healing Process	Salon B
504	Working with Elders with Trauma Histories: A trauma-informed approach (Part 2)	Salon A
505	Power of Attorney Abuse: Legal Remedies, Educational Tools, and Legislative Options	Salon I
506	Experiencing APS from the Consumer Perspective: Real Life Stories	Salon C
507	Reaching Within: the APS Professional Journey into Ethics and Values (Part 2)	Eugene
508	Engaging the Judiciary to Address Elder Abuse	Salon H
Workshop Sessions 6 - Thursday, October 30, 2014 3:00 PM - 4:30 PM		
601	Moving Towards a National Certificate Program	Eugene
602	Capacity Evaluations for Vulnerable Populations	Salon A
603	Is Your Community Ready for a Gatekeeper Program?	Salon B
604	Building Bridges between Elder Justice and Victims of Crime Act (VOCA) Professionals	Salon C
605	. . . but I CAN Do Something: Facts, Perspectives and Collaboration to Prevent Abuse against Persons with Intellectual/Developmental Disabilities	Salon H
606	TRIO (Tool for Risk, Interventions & Outcomes): A Comprehensive Approach to Investigation and Assessment in APS	Salon G
607	Multidisciplinary Approaches to Fighting Fraud	Salon I
608	Working Toward Consistency in Practice - A Discussion for Managers and Supervisors	Salon D

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Workshop Details

Workshop Sessions I - Wednesday, October 29, 2014 10:15 AM - 11:45 PM

101 - Preventing Elder Abuse by Reducing Stigma Across the Generations

Mary Lynn Kasunic, President and CEO, Area Agency on Aging, Region One, Phoenix

Cindi Patterson, Area Agency on Aging, Region One, Phoenix

The growing rate of elder abuse in communities nationwide call for persons of all ages and generations to increase their awareness about older adults as a population and the attitudes and behaviors, which contribute to elder abuse as an epidemic. Members of the Maricopa Elder Abuse Prevention Alliance (MEAPA) through the Area Agency on Aging, Region One in Maricopa County, AZ will share information about their award winning inter-generational program SWAG (Sensitizing with all Generations), an 8 week curriculum aimed at youth that allows young and old to interact with one another in an effort to gain insight about each other to reduce stigma.

102 - Cutting Edge Initiatives in Georgia

E. Sharee Rines, Georgia Division of Aging Services APS

Amanda Carter, Georgia Division of Aging Services, Forensic Specialists Investigations Unit

This workshop will highlight the cutting edge practices in Georgia that are advancing the fight against abuse, neglect and exploitation of older adults and adults with disabilities. APS has collaborated with many entities within its own organization (e.g. the Forensics Special Investigations Unit) as well as other aging and disability programs, law enforcement organizations and advocacy groups to address obstacles in the protection, prevention and prosecution of adult abuse. This workshop will provide an overview of some of the accomplishments in Georgia that have resulted from these multidisciplinary collaborations.

103 - Increasing the Efficiency of APS Investigations

Karl Urban, Policy and Performance Director, Texas Department of Family and Protective Services

Kristen Johnson, National Council on Crime and Delinquency

Through presentation and discussion, attendees will learn about and discuss program responses to the challenge of providing APS services more efficiently. Most APS programs face increasing reports of elder abuse and neglect, flat or declining resources and a changing workforce. The presentation will focus on how the Texas APS program is addressing this workload stress. Management initiatives -- such as increased use of technology to do mobile casework, focus on underperforming regions or units -- have their natural limits, forcing a re-consideration of who the program serves and how it serves them. In September 2012, the Texas APS program changed critical definitions and policy that dramatically reduced intakes and investigations in an effort to target limited resources on those most in need of APS services. In September 2014, through a partnership with NCCD, the Texas APS program is implementing Structured Decision-Making assessment tools in casework that will change how APS conducts investigations and provides services in an effort to target limited resources on those most in need of APS services. The presentation will cover in-depth the resulting major policy and practice changes and intended and unintended consequences. Discussion will focus on the implications of these changes and similar or non-similar approaches undertaken by other jurisdictions to improve the efficiency of APS services. Workshop attendees are invited to remain after the session to see a demo of the Structured Decision Making tool.

104 - Alzheimer's: Recognizing, Communicating and Resources: What You Need to Know

Sarah Holland, Alzheimer's Association of Oregon Chapter

Alzheimer's disease is a growing crisis in America, with over 5 million Americans affected. It complicates any interactions you may have with a person with this devastating disease. Attendees will learn how to recognize someone with dementia, some communication techniques to improve your interactions, and learn about resources available to conference attendees - no matter where they live. This presentation is instructor-led with interactive discussions and video.

105 - APS and Law Enforcement: Up Close and Effective in Massachusetts

Timothy F.X. Grant, Massachusetts State Police

Nancy Alterio, Massachusetts Disabled Persons Protection Commission

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.

106 - Investigative Interviewing

Holly Ramsey-Klawnsnik, NAPS/NAPSRC Director of Research

This session will address forensic, clinical, ethical, and safety issues to be considered in planning and conducting APS investigative interviews with alleged victims and alleged perpetrators.

Workshop Details

Workshop Sessions I - Wednesday, October 29, 2014 10:15 AM - 11:45 PM

107 - Standardization in APS Practice: the National APS Program Standards and APS Certification Projects

Paul Needham, Oklahoma Department of Human Services APS

Lori Delagrammatikas, Academy for Professional Excellence

Part one of this two-part workshop will introduce the recently released APS Program Standards. The development process will be explained, the requirements reviewed and ways to use the document to advocate for best practices within your state will be discussed. In Part two of this workshop, the on-going project to develop an APS Certificate Program will be discussed. We will review the thinking behind the project, the progress that has been made to this point and our next steps. Feedback will be solicited from the participants regarding how the certificate program might be accepted in their own state.

108 - Connection Through Communication: Are You Listening?

Dan Elliott - Dan Elliott LLC

Lisa Stromeier, 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. This presentation will provide an opportunity to gain deeper understanding of the listening process and practical methods of gaining rapport.

Workshop Sessions II - Wednesday, October 29, 2014 2:15 PM - 3:45 PM

201 - Financial Abuse Cases in which a Professional Commits Undue Influence

Candace Heisler, Heisler and Associates

Lori Stiegel, American Bar Association Commission on Law and Aging

Participants will gain an understanding of the ways in which professionals can use their role or position to unduly influence a client and commit financial exploitation. Tips on how to investigate the elements of undue influence in such a case will be discussed.

Learning Objectives As a result of this interactive workshop, participants will be able to: a) Define undue influence and analyze a fact pattern to identify the opportunities that professionals have to commit undue influence and the tactics that may be employed; b) Identify potential obstacles when investigating undue influence when committed by professionals c) Differentiate between interview questions used in general financial abuse cases and those that are most effective in identifying the tactics of undue influence.

202 - Acutely Vulnerable Adults (AVA): New Tools for Identification & Intervention with the Most At-Risk Clients

Christina Alire, HHS Adult Protective Services, San Diego County California

Joan Tierney, HHS Adult Protective Services, San Diego County California

Kimberly Ingram, HHS Adult Protective Services, San Diego County California

APS is continually challenged by limited resources and difficult decisions about how to best allocate those resources. APS in San Diego County has committed to identifying cases where the client is thought to be most at risk for abuse and ensuring that the resources necessary for mitigating the risk are being expended. A work group was established in January 2012 to determine who are most at risk (the "acutely vulnerable"), and how to most effectively work to reduce risk. We have established a tool for identifying those clients who are considered to be the most vulnerable due to their severe cognitive impairment or communication deficits, and their dependence on individuals who are assessed as being high risk for perpetrating abuse. A field investigation tool and Enhanced Assessment Form have been designed and implemented. The AVA protocol employs a broad range of interventions targeted to not only address and resolve the reported protective issue(s), but also to enhance the overall safety and well-being of the client. Interventions specific to the special challenges of these cases include the use of involuntary service plans, cross-regional MDTs for case input and review before case closure, and a "tickler system" for follow-up when appropriate.

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Workshop Details

Workshop Sessions II - Wednesday, October 29, 2014 2:15 PM - 3:45 PM

203 - The Benefits of Taking a Multidisciplinary Approach to Elder/Vulnerable Adult Abuse (Part 1)

Deborah Feinstein, Montgomery County, Maryland State's Attorney's Office and Mario Wawrzusin, Administrator, Montgomery County, Maryland DHHS APS

Jordan Satinsky, Montgomery County, Maryland Police Department

The goal of this workshop is to demonstrate, by providing background and real case examples, the benefits of taking a multidisciplinary approach to elder/vulnerable adult abuse, and to give participants the tools they need to bring the task force concept to their jurisdiction. Part I: Elder/Vulnerable Adult Abuse Task Force—Key Components: In Part I, our team (in a panel format) will explain the history, structure, and evolution of the Montgomery County Elder/Vulnerable Adult Abuse Task Force, which is comprised of representatives from Police/Elder Abuse Unit, State's Attorney's Office/Crimes Against Seniors and Vulnerable Adults Unit, Adult Protective Services, County Attorney, Ombudsman, and Licensing and Regulation. We will discuss the role each agency plays, and explain how our multidisciplinary approach has resulted in better outcomes for elder/vulnerable adults. We will explain how the task force addresses issues of confidentiality, and we will review our team's Memorandum of Understanding. We will also discuss the education and prevention programs offered by the task force, including planning for World Elder Abuse Awareness Week, trainings throughout the year, and other education campaigns. In addition to the named presenter and co-presenters, we plan on asking key members of the E/VAATF, who also will be present at the conference, to share their insights (including ombudsman and health and human services professionals).

204 - Update on the Design, Development and Piloting of a National Adult Protective Services Data System

Stephanie Eliason, US Administration for Community Living

Jim Storey, Walter McDonald and Associates, Inc.

Kathleen Quinn, NAPS

This presentation will be in panel format. Kathleen Quinn will open with a review of the need for national data on APS programs and services. Stephanie Whittier Eliason will talk about the vision of ACL for national data and the expectations for the piloting of a system. She will also talk about the process that has been conducted in terms of reaching out to many stakeholders. Jim Storey will provide a brief overview of the technical framework for the system. The panelists will answer questions posed by the participants.

205 - Managing Stress and Preventing Burnout: Evidence-Based Practices that Work (Part 1)

Robin Rose, Robin Rose Training and Consulting

The top indicators of stress include worry, anxiety, feelings of rage, depression, tension or migraine headaches, jaw, neck and lower back pain, digestive problems and interrupted sleep. Learn to turn these responses around in this fun and practical stress management training. Designed for professionals who work in high pressure environments and with agitated or stressed clientele, this dynamic presentation helps people identify their stress responses and stop or reduce them in eight seconds or less. Robin provides practical understanding and skills that can be used immediately to transform stressed, dramatic and sometimes emotional reactions into focused, professional responses. Participants gain an understanding of what stress is and its impact on physical and mental health and relationships. Participants will learn to recognize the physical, mental, and emotional indicators of both positive and negative stress. Each person will assess their own stress level and learn eight techniques that will stop a stress reaction in seconds, plus others that build resistance to stress and prevent burnout. These techniques can be used at work and at home. Participants will: a) Assess their personal stress levels, and stress indicators; b) Understand how thoughts, emotions and stress are linked; c) Understand the chemistry of 'stressed' responses and emotions; d) Learn to reduce stress and tension in their bodies immediately; e) Expand and embody their influence as role models; f) Learn to stop the stress cycle and activate a relaxation; g) Appreciate the connections between play, hobby-time and workplace adaptability on response; g) Identify what self-care practices increase resilience and prevent burnout.

206 – Investigative Techniques: What APS Can Learn from the Police

Tim Musgrave, Portland Police Bureau

Wendy Hillman, Multnomah County APS

Becky Byer, Multnomah County APS

This workshop will teach APS investigators how to "see" a crime scene through investigative eyes. Participants will learn through lecture, dialogue, observation and practice. Observation skills will be honed using pictures of iconic landmarks and crime scenes; students will make observations and then follow up discussion will show them how much more may be learned than what they initially noted. Participants will learn about body language and verbal cues and how to "read" a victim or a perpetrator which can help investigators know when to 'push' or back off. Interviewing skills will include types of questions and when to use open ended vs. when to use very narrow questions. Finally, law enforcement will discuss how APS can present their information in a style that supports legal follow up and increases the chance for prosecution.

Workshop Details

Workshop Sessions II - Wednesday, October 29, 2014 2:15 PM - 3:45 PM

207 – Guardianship Infrastructure Reform through WINGS: Working Interdisciplinary Networks of Guardianship Stakeholders

Mary Joy Quinn, National Guardianship Network

Fred Steele, Oregon State Unit on Aging

The National Guardianship Network's recommendation for states to form court-community, multi-disciplinary partnerships to reform adult guardianship infrastructure will be discussed, with a focus on WINGS as an abuse prevention platform. The national-level establishment of the recommendation and the support of the National Guardianship Network will be presented with emphasis on the need for improving judicial processes, protecting individual rights while meeting needs, addressing insufficient funding, and ensuring guardian accountability and fiduciary standards. A state-level example, using the successful establishment of WINGS in Oregon, will provide tools and suggestions for how WINGS can be duplicated in other states, and how WINGS can be utilized for collaborative development of materials with an eye towards abuse prevention.

208 – Supervision without Stress? Seriously?

Dan Elliott, Dan Elliott LLC

Stress-free supervision! Sounds great, doesn't it? Realistic? Probably not. But what is possible is to be better at coping with stress and crisis through "Preresilience." We know about resilience, the ability to survive and bounce back. Preresilience is having skills in place so when a crisis occurs—and we know one will—you can reduce its impact and bounce back more quickly. Through a combination of "lecturettes" and exercises supervisors will learn how to maintain a realistic perspective and prepare for, and minimize, stress for themselves and their teams.

Workshop Sessions III - Wednesday, October 29, 2014 4:00PM - 5:30 PM

301 - The Benefits of Taking a Multidisciplinary Approach to Elder/Vulnerable Adult Abuse (Part 2)

Deborah W. Feinstein, Montgomery County Maryland State's Attorney's Office

Mario Wawrzusin, Administrator, Montgomery County Maryland DHHS Adult Protective Services

Jordan Satinsky, Montgomery County, Maryland Police Department

The goal of this workshop is to demonstrate, by providing background and real case examples, the benefits of taking a multidisciplinary approach to elder/vulnerable adult abuse, and to give participants the tools they need to bring the task force concept to their jurisdiction. Part I: Elder/Vulnerable Adult Abuse Task Force—Key Components. In Part II of the workshop, our team (in an interactive format) will take the participants through a real case example. We will start with the initial report of abuse, and explain how the different agencies on our task force contributed over the course of the investigation. The stages of the case will include: the initial report of abuse, APS investigation, police investigation, safety planning, potential guardianship or other civil court action, and the criminal prosecution. We will highlight the opportunities for multidisciplinary collaboration, and how that collaboration benefited the victim and resulted in a just outcome. We plan to leave time for questions and answers during both parts of the workshop. We also plan to devote a segment of the workshop to brainstorming with the participants on how they can bring the task force concept to their jurisdiction..

302 - From Punitive to Partnering: How the State Hospital and Protective Services Worked Together to Build A Solid Foundation and Positive Outcomes for Patients

Greg Roberts - Oregon State Hospital

Ed Stallard (moderator) - Oregon Department of Human Services

Alyssa Taylor - Oregon Department of Human Services

Participants in this panel discussion will include the superintendent of the state hospital, the chief of state abuse investigations, a screener and a union representative. Discussion will focus on how clear expectations and processes were established to focus on the common goal of protecting hospital patients from abuse. How communication and outreach with union officials and staff helped change a negative perception of abuse investigations will also be discussed.

303 - Ten Tips for Effective Witness Testimony

Rebecca Morgan, Stetson College of Law

Roberta K. Flowers, Stetson College of Law

Associate Dean Michael Allen, Stetson College of Law

This session will cover ten important considerations to being an effective witness when testifying in an elder abuse case, including non-verbal communication, effective demeanor, responding to questions on direct and cross-examination, rules of evidence, differences between fact and expert testimony, hearsay, and how to work with prosecutors. Learning Objectives: As a result of this session, attendees will (1) be able to understand ten important considerations to being an effective witness; (2) understand the key points to giving direct testimony and being cross-examined; (3) exhibit an understanding of the court process, including direct and cross-examination, objections and the rules of evidence; and (4) understand the appropriate demeanor for an effective witness. Learning Outcomes: the knowledge shared in this session will be helpful to any professional in the field who may be called upon to testify in any court proceeding.

Workshop Details

Workshop Sessions III - Wednesday, October 29, 2014 4:00 PM - 5:30 PM

304 - Managing Stress and Preventing Burnout: Evidence-Based Practices that Work (Part 2)

Robin Rose, Robin Rose Training and Consulting

The top indicators of stress include worry, anxiety, feelings of rage, depression, tension or migraine headaches, jaw, neck and lower back pain, digestive problems and interrupted sleep. Learn to turn these responses around in this fun and practical stress management training. Designed for professionals who work in high pressure environments and with agitated or stressed clientele, this dynamic presentation helps people identify their stress responses and stop or reduce them in eight seconds or less. Robin provides practical understanding and skills that can be used immediately to transform stressed, dramatic and sometimes emotional reactions into focused, professional responses. Participants gain an understanding of what stress is and its impact on physical and mental health and relationships. Participants will learn to recognize the physical, mental, and emotional indicators of both positive and negative stress. Each person will assess their own stress level and learn eight techniques that will stop a stress reaction in seconds, plus others that build resistance to stress and prevent burnout.

305 - Legal Incapacity: Working with a Questionably Competent Client

Wesley Fitzwater, Fitzwater Meyer Hollis and Marmion LLP

Protective Services professionals are often required to work with clients with impaired mental capabilities, who may be questionably competent or who may be represented by someone in a fiduciary capacity. This presentation will define the various standards of legal capacity, practical steps when working with a questionably competent client, steps to be taken with an incapacitated client, legal tools such as powers of attorney and trusts, guardianships and conservatorships, involuntary commitment, and the duties and liabilities of a fiduciary (POA, trustee, joint account holder) and the red flags of undue influence and financial abuse. The method of instruction will be a lecture-style, with questions, past experiences and case histories of the participants welcome and encouraged.

306 – Polyvictimization in Later Life

Candace J. Heisler, Heisler and Associates

Holly Ramsey-Klawnsnik, NAPS/NAPSRC Director of Research

Kathleen Quinn, NAPS

Polyvictimization refers to multiple types of abuse perpetrated against a victim. While not a term commonly used in the elder abuse field, it has long been recognized that older abuse victims frequently suffer multiple types of maltreatment. This workshop will present findings from the National Committee for the Prevention of Elder Abuse's (NCPEA's) two year, Department of Justice funded project to advance the understanding of polyvictimization in later life and to produce an online training on the issue.

307 - Elder Justice at the State Level: Building an Infrastructure for Sustained Effort

Iris C. Freeman, William Mitchell College of Law

Carmen Castaneda, Hennepin County, Minnesota Adult Protection

Amanda Vickstrom, Minnesota Elder Justice Center

This workshop describes the evolution of elder justice advocacy and education initiatives in Minnesota. Until this year, the Vulnerable Adult Justice Project and the SAFE.MN initiative were the focal points for action and collaboration. The Vulnerable Adult Justice Project, which began in 2008, relied on donated space, volunteer leadership, and a shoestring budget from an educational institution. Through monthly meetings, working groups, research and legislative advocacy, the group successfully advanced significant changes in state laws and systems. From 2012-2013, the SAFE.MN project, drew from one-time project donations, student interns, and a partnership with the local public TV station, to produce unprecedented training tools in Minnesota: a documentary film, an investigator's "app," tip sheets on issues and advice for organizing educational events. By mid-2013, leaders of these efforts realized that a long-term, multi-pronged approach to advocacy and education demanded a sustainable infrastructure, funding, and paid staff. The new Minnesota Elder Justice Center was incorporated in February 2014. This workshop will examine the driving forces for change, the process and timing of the Center's initial development, the early outcomes and the lessons that can be drawn for similar efforts.

308 - A Collaborative Response to Abuse in Later Life

Ashley Carroll, Clackamas County

JR Oleyar, Oregon Department of Human Services - Aging and People with Disabilities

Amy Doud, Clackamas Women's Services

The interactive workshop will detail the collaborative response to elder abuse cases in Clackamas County, Oregon. Through coordination of service and co-location in a Family Justice Center model, older adults experiencing abuse are able to access multiple services by walking through one door. Attendees will learn tips about collaborating with domestic violence and sexual assault non-profits, as well as forming systems change coalitions and opportunities to secure funding.

Workshop Details

Workshop Sessions IV - Thursday, October 30, 2014 9:00 AM - 10:30 AM

401 - Protecting Persons with Disabilities: Results of Research on the Role of APS and Promising Practices in Investigations

Karl Urban, Texas Department of Families and Protective Services APS

Nancy Alterio, Massachusetts Disabled Persons Protection Commission

Approximately 22 state APS programs investigate providers of services to persons with mental health and intellectual and developmental disabilities. This subset of APS investigations -- often ignored in the APS world -- is defined not just by the unique populations but by the nature/purpose of the investigations, which are often forensic in nature and not necessarily for the purpose of providing protective services. These investigations involve diversity in approach and purpose across APS and non-APS jurisdictions. For example, some APS programs use separate staff and program rules, and some have responsibility for follow-up on findings and recommendations, while other programs used the same staff for all types of investigations and have responsibility for following-up on recommendations. NAPSA and the Texas and Massachusetts APS programs contacted the state programs responsible for conducting these types of investigations regarding their challenges and innovations.

402 – Discharge Planning for APS Workers

Alan Lawitz, New York State Office of Children & Family Services

APS often has to assist clients in navigating among various settings and levels of care, including: home, hospital, home care, assisted living, nursing home, community residence for the mentally ill, developmentally disabled or substance abusers, and even prison. This work can be complex and frustrating, particularly when APS is concerned that there is an unsafe discharge, and/or there is a lack of resources to meet the needs of a client. Too many care providers issue a "discharge to APS" without adequate review of the health/behavioral health and social needs of the individual once discharged. This workshop will discuss the discharge planning issues faced by APS and some of the strategies used and tools developed by APS and its community partners to seek safe and appropriate discharges and transitions for APS clients. New York has had a multiagency, private /public Discharge Planning Workgroup that meets on these issues.

403 - Advancing the APS Field through Research: Key Findings from the Tool for Risk, Interventions and Outcomes (TRIO)

David H. Sommerfeld, University of California, San Diego

Linda Henderson, Ventura County, California Humans Services Agency

The TRIO was designed to facilitate consistent APS practice and collect data related to primary dimensions of typical APS-client interactions from investigation to interventions to finally, relevant outcomes. An empirically-based understanding of each of these dimensions and the relationships between them is crucial for effective APS practice. This presentation focuses on important findings from the TRIO including the diversity of client risk profiles, how these risk profiles and the APS interventions provided were associated with the achievement of health and safety related outcomes, the factors that predict APS recurrence, and APS social worker capacity to correctly identify clients at high risk for APS recurrence. This is an interactive facilitated discussion.

404 - The APS I-Team: Lessons Learned, Implications for Daily Practice

Sylvia Pla-Raith, Division of Senior and Adult Services, APS, Cleveland, Ohio

Aging and disability professionals who provide services to individuals hesitate to identify "elder abuse" or "maltreatment". Unfortunately the lack of service coordination and collaboration between APS and service provider agencies may have a negative impact on client outcomes. The need to share knowledge and resources between the networks has become more vital now more than ever before. This workshop will share the experiences of the local interdisciplinary team (I-Team) as an effective vehicle in educating service providers about elder mistreatment and seeking timely interventions. In addition, the Margaret Blenker Research Institute, part of Benjamin Rose Institute on Aging, recently completed a comprehensive study of the I-Team.



Thank You!



NAPSA would like to thank our partners at the Oregon Department of Human Services, Office of Adult Abuse Prevention and Investigations for their partnership in this year's conference.

**This conference would not be possible
without their support.**

Workshop Details

Workshop Sessions IV - Thursday, October 30, 2014 9:00 AM - 10:30 AM

405 – Working with Elders with Trauma Histories: A trauma-informed approach (Part 1)

Gabriella Grant, California Center of Excellence for Trauma-informed Care

This workshop will present a trauma-informed approach to addressing elder abuse and neglect, including self-neglect. The training offers a present-focus, collaborative process focused on safe coping and reducing risk/increasing safety for elders. Up-to-date research on the connection between earlier trauma and current “un-safety” will be provided. A short screening tool, recommended by the Academy for Professional Development for Adult Protective Services, will be discussed and practiced. The primary goals of the training is a) to give staff a deeper understanding of why older adults behave in ways that may appear illogical or self-destructive; 2) to allow staff to address safety issues in a way that will engage older adults; 3) to train attendees on specific practices that are trauma-informed.

406 – Testifying in Court: A Video Training

Diana Theos, P.L.L.C.

Through the use of video, participants learn the typical procedures that occur at administrative hearings and important legal concepts. This information helps the participant to present more effectively in court when called to testify.

407 - Reaching Within: The APS Professional's Journey into Ethics and Values (Part 1)

Nyla McCarthy, Catalyst for Change Institute for Ethical Leadership

In this fast paced, highly interactive workshop, Catalysts for Change Institute for Ethical Leadership Director 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-based, 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, Nyla will present a model framework for ethical decision making which participants may find useful in application to real life ethical case dilemmas which we will consider. Behavioral and

408 - Preventing Elder Financial Abuse by Training Healthcare Professionals to Screen for Cognitive Impairments That Increase One's Risk of Being Financially Exploited

Robert E. Roush, Baylor College of Medicine, Texas

Diane M. Childs, Oregon Department of Consumer and Business Services

The EIFFE prevention program includes a 35 to 40-minute clinical presentation on age-related causes for increased risk of being financially exploited, a 20-minute investor education presentation revealing scams that target seniors and how to avoid being exploited: other features of the workshop include referral resources in your state, web-based educational resources, and a 15-minute audience participation exercise to identify the top three financial fraud categories APS professionals see in their work. The session concludes with discussion and Q&A of short videos shown, at the beginning and end. Participants will receive handouts that may help them work with health care professionals who should be referring cases of elder financial abuse to them.

NAPSA thanks Gert Boyle and Columbia Sportswear for their generosity toward the 25th Annual Conference.



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Workshop Details

Workshop Sessions V - Thursday, October 30, 2014 10:45 AM - 12:15 PM

501 - It is Not Just a Civil Matter Anymore: How APS, elder law attorneys, law enforcement and prosecutors can work together efficiently and effectively to stop exploitation

Robert K. Anderson, Florida Department of Children and Families, APS

Laura Moody, Assistant State's Attorney

Shannon M. Miller, the Miller Elder Law Firm

Finding Florida's laws inadequate to address financial exploitation, a task force comprised of representatives from APS, Offices of the State Attorney, the Elder Law Section of the Florida Bar, and Law Enforcement identified recurrent barriers and drafted proposed legislation that was enacted into law. This panel discussion will outline all the steps that were taken that resulted in the new law (HB409), and offer participants relevant materials that can enhance other states' capacity to accomplish similar changes. Florida's new law: Provides additional protections for elderly and disabled citizens that are vulnerable to instances of exploitation and increases the penalties for committing such acts, by: a) amending the hearsay exception for statements of an elderly person or adult with disabilities to allow an out-of-court statement permissible in certain circumstances; b) amending the definition of "exploitation of an elderly person or disabled adult" to delete the requirement that a person use deception or intimidation to obtain or use a vulnerable adult's funds, assets or property; c) creating additional instances that constitute "exploitation of an elderly person or disabled adult." The bill also specifies when an unlawful appropriation occurs; decreases the property threshold values for exploitation of vulnerable adult offenses; creates a presumption that certain kinds of property transfers are a result of exploitation; requires the court in specified cases to return the vulnerable adult's property before trial if the court makes certain find-

502 – Law Enforcement and Protective Services: Finding Common Ground

Ed Stallard, Department of Human Services Office of Adult Abuse Prevention and Investigation

This panel discussion will include representatives from Oregon's State Sheriff's Association, the Oregon Association of Chiefs of Police, and local investigative staff. The discussion will be moderated by OAAPI's Chief Investigator, Ed Stallard, and will focus on how law enforcement and abuse investigators can better collaborate to achieve desired outcomes for both.

503 - Restoring Lives: Bridging the Gap between Protective Services and the Healing Process

Kevin Burke, Beagle, Burke & Associates

All too often financial exploitation robs elders of security, hope and their belief in the meaning and purpose in their lives. Professionals and families can restore hope and comfort to victim's lives if they approach each case with compassion, creativity and patience. This workshop will provide members of the protective service community with a conceptual toolbox that will help them evaluate and make more informed decisions to help victims both short and long-term. The process of healing from the trauma of theft and the shame of losing control of one's life starts with discovery, but the discovery of exploitation is often the last in a series of traumas that can leave vulnerable adults prey to depression, hopelessness and hastened death. We will explore an actual case example of an older exploitation victim who within days of learning he had been swindled out of his life savings suffered a medical decline that nearly took his life. His situation was approached with a multi-disciplinary team, including forensic review of his finances, fiduciary management of his remaining assets and benefits, medical care management to restore his health and activity therapy to promote his quality of life. Consideration will be given to alternative therapies and approaches such as art and music therapy and massage as an important part of this healing process. Lastly, the workshop will demonstrate how it is essential when arranging supports for victims to respect the principles of least restrictive interventions and substituted judgment.

504 - Working with Elders with Trauma Histories: A trauma-informed approach (Part 2)

Gabriella Grant, California Center of Excellence for Trauma-informed Care

This workshop will present a trauma-informed approach to addressing elder abuse and neglect, including self-neglect. The training offers a present-focus, collaborative process focused on safe coping and reducing risk/increasing safety for elders. Up-to-date research on the connection between earlier trauma and current "un-safety" will be provided. A short screening tool, recommended by the Academy for Professional Development for Adult Protective Services, will be discussed and practiced. The primary goals of the training is a) to give staff a deeper understanding of why older adults behave in ways that may appear illogical or self-destructive; 2) to allow staff to address safety issues in a way that will engage older adults; 3) to train attendees on specific practices that are trauma-informed.

Workshop Details

Workshop Sessions V - Thursday, October 30, 2014 10:45 AM - 12:15 PM

505 – Power of Attorney Abuse: Legal Remedies, Educational Tools, and Legislative Options

Lori Stiegel, American Bar Association Commission on Law and Aging

Financial exploitation through power of attorney (POA) abuse remains a common and serious problem despite the availability of civil and criminal legal remedies against agents who misuse their authority. The model Uniform Power of Attorney Act (UPOAA) created in 2006 contains several provisions intended to prevent, detect, or remedy POA abuse, but it has been enacted in only 16 states. Participants will learn about available civil and criminal legal remedies, new tools for educating caregivers and professionals about the responsibilities of agents, and strategies for encouraging enactment of the UPOAA. Learning objectives: 1. Participants will be able to identify three civil and criminal legal remedies against perpetrators of power of attorney abuse. 2. Participants will be able to identify three UPOAA provisions that help to prevent, detect, and remedy power of attorney abuse. 3. Participants will be able to identify two new educational tools about the responsibilities of agents under powers of attorney. 4. Participants will be able to identify two strategies for supporting state enactment of the UPOAA's consumer protection provisions.

506 - Experiencing APS from the Consumer Perspective: Real Life Stories

Mary Jaeger, Long-term Care Ombudsman

John Fread, Consumer

Matt Smith, Forest Grove Police Department

Bill Bard, Retired IT Executive

Mary Jaeger will moderate a panel discussion involving these three individuals who have different touches and perspectives on abuse against vulnerable individuals: a midlife baby boomer whose mother was exploited, a police detective successful in bringing abusers to justice, and a retired executive who has spent time in long term care facilities, both as a resident and a long term care ombudsman. Each of these individuals will share their stories with audience members and provide insight into their experiences with abuse and Adult Protective Services.

507 - Reaching Within: The APS Professional's Journey into Ethics and Values (Part 2)

Nyla McCarthy, Catalysts for Change Institute for Ethical Leadership

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.

508 – Engaging the Judiciary to Address Elder Abuse

Katherine Tennyson, Judge, Multnomah County, Oregon

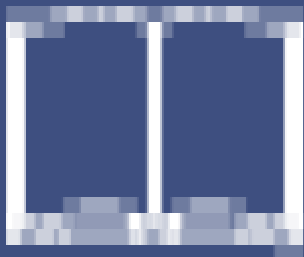
After this workshop, participants will be better able to understand the role of the court in addressing the community response to Elder Abuse. Participants will be provided with tips and tools for engaging judges in this work. Using the establishment of a guardianship monitoring program in Multnomah County, participants will be able to understand a step by step process of multi-disciplinary cooperation for system improvement.

You are invited by the NAPSA-NCPEA Research Committee to join the conversation!

RESEARCH COMMITTEE NETWORK- ING SESSION

Thursday October 30, 2014 | 5:15 PM - 6:15 PM

Room - **Eugene**



Join us and add your ideas to the development of a national research agenda.

Workshop Details

Workshop Sessions VI - Thursday, October 30, 2014 3:00 - 4:30 PM

601 - Moving Towards a National Certificate Program

Paul Needham, Oklahoma Department of Human Services APS

Lori Delagrammatikas, Academy for Professional Excellence

This workshop will provide you with an update on NAPSAs progress towards a national certificate program for adult protective services staff. Using the NAPSA Core Competencies, NAPSA and the Academy for Professional Excellence at San Diego State University are moving forward on this certificate program that would be available to APS professionals nationwide. Come to this workshop and learn more about the process and the benefits of national APS certification.

602 - Capacity Evaluations for Vulnerable Populations

Amy Friday, Opal Institute

This session will inform service providers about pathways to determine if an elder has the capacity to give informed consent in various important life domains. Discussion will center on guidance to balance respect for an elder's right to self-determination with protection for vulnerable elders from exploitation and abuse. Red flags, avenues of assessment, and resources will be suggested for complicated cases. Interactive discussion will help service providers apply ideas to everyday situations.

603 - Is Your Community Ready for a Gatekeeper Program?

Paul Iarrobino, Multnomah County, Oregon ADS

The Gatekeeper Program is designed to help trained people in the business community identify high-risk people, particularly those who live alone and who may be isolated. Gatekeepers can play an important role in the community in keeping our citizens safe, secure, and independent. Many of these referrals include abuse or neglect situations and are connected to Adult Protective Services. Come learn why this program has long been considered a best practice for identifying and responding to vulnerable adults in need and how you can explore building one in your local community. This interactive workshop will cover: a) Fundamentals - an understanding of the program's history and philosophy; b) Community Planning and Implementation - the essential components for launching and building a successful program; and c) Sustainability - how to build volunteers, provide recognition, develop media strategies & seek in-kind support & funding.

604 - Building Bridges between Elder Justice and Victims of Crime Act (VOCA) Professionals

Shelly Jackson, Office for Victims of Crime, US Department of Justice

Ursel J. McElroy, Ohio Attorney General's Office

Carol Sewell, California Commission on Aging

Please join this panel discussion on building bridges between elder justice professionals and Victims of Crime Act (VOCA) administrators (state-level officials who oversee formula funding for victim assistance under the Victims of Crime Act). Attendees will learn about the Office for Victims of Crime, the federal agency responsible for administering VOCA formula funds to states. Through a dialogue between the panelists, attendees will learn about the panelists' experiences in accessing VOCA funds and funding elder abuse programs using VOCA funds. Attendees will be encouraged to participate in the dialogue by sharing their experiences and concerns accessing VOCA funds. In addition, attendees will be solicited for ideas on how elder justice professionals could be encouraged to access VOCA funds and how VOCA administrators could encourage elder justice professionals to access those funds.

605 - . . . but I CAN do something: facts, perspectives and collaboration to prevent abuse against persons with intellectual/developmental disabilities

Nyla McCarthy, Catalyst for Change Institute for Ethical Leadership

Eva Kutas, Catalyst for Change Institute for Ethical Leadership

This workshop will explore definitions of the leading developmental/intellectual disabilities, examine attitudes and systemic issues supporting the creation and/or perpetuation of cultures of abuse, and spend time becoming familiar with the most current national data on all categories of abuse against people with I/DD. Participants will then play a "game" exposing myths and stereotypes about abuse and the abused. The workshop culminates in a facilitated collaboration designed to stimulate both mindful practices in APS and a prevention agenda.

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Workshop Sessions VI - Thursday, October 30, 2014 3:00 PM–4:30 PM

606 – TRIO (Tool for Risk, Interventions and Outcomes): A Comprehensive Approach to Investigation and Assessment in APS

Linda Henderson, Ventura County Human Services Agency

Marcy Snider, Ventura County Human Services Agency

Griselda Gaytan, Ventura County Human Services Agency

As published in the Journal of Elder Abuse and Neglect, the TRIO is a tool designed by social workers for social workers to increase consistency and provide a comprehensive approach to investigation and assessment. The TRIO contains agreed-upon terminology, forms a client profile, guides the social worker's response to allegations, documents the work and measures client and program outcomes including prognosis of future risk. The TRIO is a promising tool that can help meet the challenge of providing and documenting effective APS practices and identifying those at risk for recurrence. The presentation will demonstrate the TRIO and encourage interactive participation.

607 – Multidisciplinary Approaches to Fighting Fraud

Ellen M. Klem, Oregon Department of Justice

Shane R. Winder, Social Security Administration, Office of the Inspector General

Matt Smith, Forest Grove Police Department

We know collaboration among justice systems and community partners can help remedy systemic inadequacies and promote efficiencies in handling growing caseloads. When partners collaborate their energies are spent working productively toward solutions that should result in greater protections for older people and safer communities. This workshop will teach attendees how to develop these collaborative efforts at the federal, state, and local levels. Attendees will hear from founder of the Portland, Oregon-based Social Services Fraud Workgroup (the "Workgroup"), Social Security Administration Office of Inspector General Special Agent Shane Winder and Workgroup members, Ellen M. Klem, Director of Consumer Outreach and Education for the Oregon Attorney General at the Oregon Department of Justice and Detective Matt Smith of the Forest Grove Police Department. The Workgroup - in existence since 2011 - is multidisciplinary and comprised of more than 35 federal, state, and local individuals working in the field of social services. The Workgroup meets once a month to share cases, discuss relevant issues, network and evaluate fraud trends in the communities we serve. Mr. Winder, Ms. Klem and Detective Smith will share their Workgroup experiences with the attendees and provide them with tips on how to replicate similar federal, state, and local workgroups in their own communities.

608 - Working Toward Consistency in Practice - A Discussion for Managers and Supervisors

Akiles A. Ceron, APS of Santa Barbara County, CA

The workshop would provide examples to attendees at the supervisory and management level on how to begin a discussion, and hopefully a committee, in their counties and/or states geared toward assessing issues of consistency in the delivery of protective services, documentation of these services, and the gathering of data. The attendees will have an opportunity to review the work completed by the California CWDA's Protective Services Operations Committee on dealing with a realigned program and efforts to maintain consistency in practice. The attendees will be able to ask questions about any difficulties faced during this process, and ways of overcoming these barriers.



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2014 Conference Award Winners

Congratulations to our 2014 Award Winners!



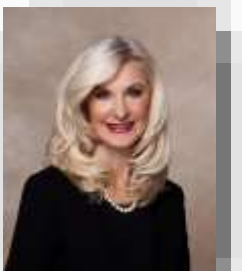
Spirit of NAPSA Award – Carlotta Alston, Pennsylvania

Carlotta was hired to be the Financial Exploitation Specialist at the Philadelphia Corporation for Aging after a stellar career in law enforcement and her experience has helped form a partnership with the police and district attorney's office that have resulted in numerous arrests and prosecutions. Carlotta is the voice to the financial services world for the APS department forming many long lasting relationships and speaking for the other 24 investigators and analyzing all of the financial records received by the APS. Carlotta serves as a consultant to the other investigators while carrying a caseload. She also serves on the Philadelphia Financial Exploitation Prevention Taskforce and other local and regional committees.



Collaboration Award – Debra J Morrow, California

Debra's work throughout her career has personified the definition of collaboration. Starting with her work as an APS program manager, Debra created a comprehensive policy and procedures manual that mandated collaboration with law enforcement, hospitals and community organizations. Debra used her law enforcement background to help the creation of the local Elder Death Review Team and the local model has been replicated nationally. Recently, Debra has worked in partnership with a local non-profit to secure funding for emergency housing for abused and vulnerable seniors. Debra continues her efforts on many fronts to create an inclusive environment where APS is recognized as a vital partner.



Joanne Otto Distinguished Service Award – Sharon Bock, Florida

Sharon has made a significant difference in the lives of older Floridians in her role as the Clerk and Comptroller for Palm Beach County. There are an estimated 500,000 persons with Alzheimer's residing in Florida and an estimated 25,000 open guardianship cases with assets totaling over 4 billion dollars. Sharon spearheaded in depth audits that uncovered much wrongdoing including over \$3.1 million dollars of misappropriated assets and the reporting of 30 cases of elder abuse and 16 referrals to law enforcement. Sharon sought legislative change which resulted in passage of a new law allowing the other 66 clerks to establish audit procedures to better protect Florida's most at risk elders.



Special Board Award – Rayanna Blair, Oregon

Rayanna has proven that you can choose to do the right thing and be a hero at any age. Rayanna witnessed emotional and physical abuse in the community and could not get the "look of despair" on the face of the older adult out of her mind. She spoke to her mother and this started a chain of events that resulted in a safer place to live and a better life for the victim. Rayanna's decision to speak up and not "brush it off" shows all of us that we can be role models at any age by demonstrating courage and taking action.

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