

CONFERENCE SCHEDULE AT-A-GLANCE

Monday November 16, 2020

1:00 PM - 2:00 PM EST

12:00-1:00 CST, 11:00-12:00 MST
10:00-11:00 PST, 9:00—10:00 AKST,
7:00-8:00 HST

2:10 PM - 2:25 PM EST

2:30 PM - 3:30 PM EST

1:30-2:30 CST, 12:30-1:30 MST
11:30-12:30 PST, 10:30-11:30 AKST,
8:30-9:30 HST

3:45 PM - 4:45 PM EST

2:45-3:45 CST, 1:45-2:45 MST
12:45-1:45 PST, 11:45-12:45 AKST,
9:45-10:45 HST

5:00 PM - 6:00 PM EST

4:00-5:00 CST, 3:00-4:00 MST
2:00-3:00 PST, 1:00-2:00 AKST,
11:00-12:00 HST

6:00 PM—7:00 PM EST

Plenary Session 1

Welcome and National Policy Update (*The Bill and Bob Show*)

Awards Presentation

Workshop Sessions 1

Workshop Sessions 2

Regional Networking Meetings

Plenary Session 1 Replay

Tuesday November 17, 2020

1:00 PM - 2 PM EST

12:00-1:00 CST, 11:00-12:00 MST
10:00-11:00 PST, 9:00—10:00 AKST,
7:00-8:00 HST

2:10 PM - 2:25 PM EST

2:30 PM - 3:30 PM EST

1:30-2:30 CST, 12:30-1:30 MST
11:30-12:30 PST, 10:30-11:30 AKST,
8:30-9:30 HST

Plenary Session 2:

**Increasing Access to Healing Services and Just Outcomes
for Older African American Survivors**

Awards Presentation

Workshop Sessions 3

CONFERENCE SCHEDULE AT-A-GLANCE

Tuesday November 17, 2020 (con't)

3:45 PM - 4:45 PM EST

2:45-3:45 CST, 1:45-2:45 MST
12:45-1:45 PST, 11:45-12:45 AKST,
9:45-10:45 HST

Workshop Sessions 4

5:00 PM - 6:00 PM EST

4:00-5:00 CST, 3:00-4:00 MST
2:00-3:00 PST, 1:00-2:00 AKST,
11:00-12:00 HST

Committee Networking Meetings

6:00 PM - 7:00 PM EST

Plenary Session 2 Replay

Wednesday November 18, 2020

1:00 PM - 2:00 PM EST

12:00-1:00 CST, 11:00-12:00 MST
10:00-11:00 PST, 9:00—10:00 AKST,
7:00-8:00 HST

Plenary Session 3:
Mandated Reporter Panel

2:30 PM - 3:30 PM EST

1:30-2:30 CST, 12:30-1:30 MST
11:30-12:30 PST, 10:30-11:30 AKST,
8:30-9:30 HST

Workshop Sessions 5

3:45 PM - 4:45 PM EST

2:45-3:45 CST, 1:45-2:45 MST
12:45-1:45 PST, 11:45-12:45 AKST,
9:45-10:45 HST

Workshop Sessions 6

5:00 PM - 6:00 PM EST

4:00-5:00 CST, 3:00-4:00 MST
2:00-3:00 PST, 1:00-2:00 AKST,
11:00-12:00 HST

Networking Sessions

6:00 PM - 7:00 PM EST

Plenary Session 3 Replay

CONFERENCE SCHEDULE AT-A-GLANCE (CONT.)

Thursday November 19, 2020

1:00 PM - 2:00 PM EST

12:00-1:00 CST, 11:00-12:00 MST
10:00-11:00 PST, 9:00—10:00 AKST,
7:00-8:00 HST

Workshop Sessions 7

2:30 PM - 3:30 PM EST

1:30-2:30 CST, 12:30-1:30 MST
11:30-12:30 PST, 10:30-11:30 AKST,
8:30-9:30 HST

Workshop Sessions 8

3:45 PM - 4:45 PM EST

2:45-3:45 CST, 1:45-2:45 MST
12:45-1:45 PST, 11:45-12:45 AKST,
9:45-10:45 HST

Workshop Sessions 9

5:00 PM - 5:15 PM EST

Goodbye and Thank You Closing Video

Enjoy The Conference!



WORKSHOP SCHEDULE AT-A-GLANCE

Number	Workshop Title
WORKSHOP SESSIONS 1 MONDAY 11/16/2020 2:30 PM - 3:30 PM EST	
101	The California APS Leaders Institute: Building Capacity for the Present and Future
102	APS—The Default System for the Aging Network
103	Testing an Innovative Program to Prevent Self-Neglect: A Multi-Disciplinary Approach
104	Upping Our Game: Transforming APS Through State Advocacy Coalitions
105	Addressing Sexual Abuse of Persons With Disabilities: The Sexual Assault Response Unit at DPPC
106	Hoarding: A Practical Guide to Understanding and Helping the Person Who Hoards (Part 1)
107	Taking Action: Assisting Victims of Financial Fraud
108	Using Forfeited Assets to Compensate Victims of Federal Crimes
WORKSHOP SESSIONS 2 MONDAY 11/16/2020 3:45 PM - 4:45 PM EST	
201	Voluntary Consensus Guidelines for State APS Systems: What Is New and How Are States Integrating Them?
202	Fashion Police: The Hats Supervisors Should Be Wearing
204	Enrich Your Supervision: Using Transfer of Learning Tools to Coach Your Staff
205	Hoarding: A Practical Guide to Understanding and Helping the Person Who Hoards (Part 2)
206	Tips for Interviewing Alleged Perpetrators/Abusers
207	Partnering With Your Local Healthcare Systems to Improve Outcomes
208	Effective Communication With Law Enforcement in the Prevention of Elder Abuse
NETWORKING SESSIONS MONDAY 11/16/2020 5:00 PM - 6:00 PM EST	
101	Northeast 1 Regional Meeting
102	Northeast 2 Regional Meeting
103	Central Regional Meeting
104	Mountain Regional Meeting
105	Southeast Regional Meeting
106	Southwest Regional Meeting
107	West 1 & 2 Regional Meeting

WORKSHOP SCHEDULE AT-A-GLANCE

Number	Workshop Title
WORKSHOP SESSIONS 3 TUESDAY 11/17/2020 2:30 PM - 3:30 PM EST	
301	On-Line Safety in a Digital Word
302	Bringing the NAPSA APS Certificate Training Program to Your Jurisdiction
303	Building a New Partnership to Fight Elder Financial Abuse - APS and Senior Corps
304	Discharge Planning for APS Workers
305	Prioritizing Peer Support in Trauma-Informed Responses to Sexual Abuse of Persons With a Disability
306	Self-Neglect Among Older Adults: Is It a “Lifestyle” Choice?
307	Developing a Statewide Elder Abuse Prosecution Manual: North Carolina’s Experience
308	The Department of Justice’s Money Mule Initiative: Disrupting the Money Mule Network
309	Evaluating APS: An Update on the ACL Process Outcome Study and the APS Client Outcomes Study
WORKSHOP SESSIONS 4 TUESDAY 11/17/2020 3:45 PM - 4:45 PM	
401	The Impact of Social Distancing on Elder Abuse
402	Shifting Cultures: Addressing Vicarious Trauma in Adult Protective Services
403	The Elder Abuse Screening and Assessment Tools Inventory: A Resource for Practioners
404	Building Outreach and Collaboration to Prevent Elder Financial Exploitation
405	Supported Decision Making: Autonomy for All
406	You Don’t Know What You Are Missing: Using Enhanced Cognitive Interviewing for Protective Services
407	Legal Services and APS: Working Together
408	Competency and Capacity: What’s the Difference?
NETWORKING SESSIONS TUESDAY 11/17/2020 5:00 PM - 6:00 PM EST	
201	Communications Committee
202	Education Committee
203	Fundraising Committee
204	Membership Committee
205	Public Policy Committee
206	Research Interest Group
207	Diversity, Inclusion and Equity Committee

WORKSHOP SCHEDULE AT-A-GLANCE

Number	Workshop Title
WORKSHOP SESSIONS 5 Wednesday 11/18/2020 2:30 PM - 3:30 PM EST	
501	How Data and Quality Assurance Can Enhance the Effectiveness of APS Programs (Part 1)
502	Leadership in Texas - Applying the Leadership Challenge to Adult Protective Services-
503	Using AI to Predict Adult Maltreatment
504	“The APS Professional as Expert Witness”-
505	Balancing Autonomy and Safety: Creating an Ethical and Trauma-Informed APS Work Environment
506	Identifying the Truth Through Non-Confrontational Interviewing Techniques
507	When Disability Enters the Abuse Picture
508	Using Civil Remedies to Respond to Financial Elder Abuse
WORKSHOP SESSIONS 6 WEDNESDAY 11/18/2020 3:45 PM - 4:45 PM EST	
601	How Data and Quality Assurance Can Enhance the Effectiveness of APS Programs (Part 2)
602	Intersection of the Long-Term Care Ombudsman and APS – A Dialogue with ACL
603	A Randomized Controlled Trial Assessing an APS Tool: Cornell-Penn Interview for Decisional Abilities
604	Trauma Informed Care: Healing the Healer
605	Exploring Together - The Real Issues of “Ethics & The Hoarding Dilemma”
606	Not to Be Forgotten: Dementia and Elder Abuse
607	Connecting the Dots - Bringing Law Enforcement and Victim Advocacy Together
608	Aligning APS Policy and Person Centered Values: Minnesota’s Vulnerable Adult Act Redesign
NETWORKING SESSIONS WEDNESDAY 11/18/2020 5:00 PM - 6:00 PM EST	
301	Bill Benson’s Interview With Author/Subject Matter Expert Lisa Nerenberg
302	Developing Outcomes Measures
303	Mandated Reporting - Questions and Answers
304	Why Can’t APS Provide National Abuse Numbers?
305	The Challenges of APS Work During COVID
306	How To Be An APS Advocate
307	Issues Regarding Capacity Assessments

WORKSHOP SCHEDULE AT-A-GLANCE

Number	Workshop Title
WORKSHOP SESSIONS 7 THURSDAY 11/19/2020 1:00 PM - 2:00 PM EST	
701	The Benefits of Developing a Financial Exploitation APS Specialization in Montgomery County
702	Good Enough Isn't Good Enough for Arizona
703	Capturing Adult Protective Services Outcomes: The Identification, Services, and Outcomes Matrix
704	Strengthening Communication and Partnerships Between APS and Emergency Departments
705	Guardianship: A False Sense of Safety In Avoiding Maltreatment?
706	Geriatrics, Financial Exploitation and Implementing Evidence Based Tools into the APS Investigation (Part 1)
707	Interaction Skills to Use with Adults with Intellectual and Developmental Disabilities
708	The Role of the Criminal Justice System in Addressing Elder Abuse Perpetrators
709	Collaboration in APS Work "How Hard Can It Be?"
WORKSHOP SESSIONS 8 THURSDAY 11/19/2020 2:30 PM - 3:30 PM EST	
801	Best B.E.T.s (Basic Essential Tips) for New Trainers (and old) (Part 1)
802	Nevada's APS Quality Assurance Program Process
803	Working Together While Honoring Privacy: Information Sharing & Confidentiality in APS
804	HelpVul: The Online Platform for Multi-Disciplinary Financial Exploitation Interventions
805	Take Action: 7 Steps to Improve Your Financial Future
806	Geriatrics, Financial Exploitation and Implementing Evidence Based Tools into the APS Investigation (Part 2)
807	QA the Texas Way: Assessing Quality in APS Casework
808	Partnering Solutions for Financial Exploitation
809	The Impact of Covid-19 on APS Programs: Research by the APS Technical Assistance Resource Center
WORKSHOP SESSIONS 9 THURSDAY 11/19/2020 3:45 PM - 4:45 PM EST	
901	Best B.E.T.s (Basic Essential Tips) for New Trainers (and old) (Part 2)
902	APS TARC Listening Session
903	Practical Ethics for APS
904	PREVNT Hoarding in Communities: A Team Approach to Keeping Our Community Safe
905	"Just A Civil Matter": Using Civil Legal Services to Prevent, Stop, and Remedy Elder Abuse
906	Recognizing, Preventing & Addressing Elder Financial Abuse - Legal Remedies
907	The Disaster Has Been Declared. First Responders Have Done Their Work. What is APS' role?
908	Testifying in Court: Tips from the Prosecutor's Table

WORKSHOP SESSIONS 1

MONDAY 11/16/2020 | 2:30 PM - 3:30PM EST

101 - The California APS Leaders Institute: Building Capacity for the Present and the Future

Krista Brown, NAPSA

Dawn Gibbons-McWayne, MSW, LCSW

How do APS leaders track emerging policies and practices, build and sustain programs, cultivate collaborations, and grow workforce capacity? Come learn how the California Department of Social Services (CDSS), Adult Protective Services Workforce Innovations (APSWI), NAPSA, Bay Area Social Services Consortium (BASSC), and the California Social Work Education Center (CalSWEC) are currently implementing an APS Leaders Institute Program to 1) Increase the capacity of APS Managers and Adult Services Administrators to coordinate, plan, and implement APS system improvements; and 2) Enhance the capacity of APS programs to meet the complex needs of APS clients by increasing the number of MSW trained social workers working in APS by developing and evaluating a stipend pilot program for graduate social work education paired with a commitment to work in APS. Another important element of APS system improvement that will be discussed is the statewide capacity building project on extended services/case management for “high-need” APS clients and potential intersections with this issue nationally.

102 - APS—The Default System for the Aging Network

Kendra Kuehn, MSW, NAPSA

Bill Benson, NAPSA

From social work to legal to medical to many more, APS crosses many fields. But what is its place in the aging network? How do we convey what APS does and does not do? Join NAPSA's National Policy Team to discuss the role of APS and the aging network.

103 - Testing An Innovative Program to Prevent Self-Neglect: A Multi-Disciplinary Approach

Farida Ejaz, PhD., LISW-S, Benjamin Rose Institute on Aging

Miriam Rose, M.Ed., Benjamin Rose Institute on Aging

Courtney Reynolds, M.A., M.S.S.A, LSW, Benjamin Rose Institute on Aging

Catherine Bingle, MPA, Texas Adult Protective Services

This session builds on our 2019 NAPSA presentation describing a collaboration among researchers, a healthcare system, and Texas APS. Data collection has now been completed, and the project team has conducted analyses with the full sample and has additional results, insights and lessons learned to share with NAPSA participants. The project was funded by the U.S. Administration for Community Living (ACL) in 2016-2020. Ms. Gurley from ACL will provide an overview of the funding opportunity and grants awarded. Dr. Ejaz will describe how older and disabled patients with risk factors for self-neglect were selected from 19 primary care clinics that were randomly assigned to intervention and control groups. Intervention group patients received an in-home assessment from a social worker with specialized training in self-neglect. A care plan was developed, service referrals were made, and clients were followed for four months. Patients in the control group received usual care. Both groups were interviewed at baseline and four months later. Ms.

Rose will describe findings from the 287 intervention and 193 control group (total 480) patients, including their risk factors for self-neglect (e.g., depression, dementia, functional impairment), service needs, community referrals and outcomes. Ms. Reynolds will describe the sub-sample of 165 (34% of 480) disabled adults under age 65. She will discuss their risk factors, service needs, and how these differed from those of older patients. Ms. Bingle and Ms. Cortez from APS will describe the sub-sample of patients who were reported to APS for self-neglect and/or other abuse, services offered, and outcomes at case closure. The discussion will focus on the policy relevance of these findings for APS.

104 - Upping Our Game: Transforming APS Through State Advocacy Coalitions

Lisa Nerenberg, MSW, MPH, CA Elder Justice Coalition

Iris Freeman Mitchell Hamline School of Law, Minnesota Elder Justice Center

Advocates for older adults are making gains at the state and federal levels by forming formal and informal alliances among APS and other stakeholders. The success of these groups is contingent on resources, strategy-building, and timing. This workshop will showcase four diverse examples of state successes in affecting transformative change, highlighting coalitions' histories, strategies, resources, allies, barriers, insights, and lessons learned. Successes range from creating new sources of funding for APS programs through county levies to extending eligibility for victim assistance and compensation for older victims of abuse and exploitation. Presenters will also describe cases in which media attention provided the impetus for lawmakers to take action. Workshop presenters and audience members will engage in a discussion to identify barriers to effective state level advocacy as well as the elements needed to persist and prevail. They will further describe resources available to state coalitions including the National Network for State Elder Justice Coalitions.

105 - Addressing Sexual Abuse of Persons With Disabilities: The Sexual Assault Response Unit at DPPC

Jaime Suvak, DPPC

Patricia Quatieri, DPPC

In 2017, the Disabled Persons Protection Commission (DPPC) launched an innovative Sexual Assault Response Unit (SARU) designed specifically to help adults with intellectual and developmental disabilities (I/DD) cope with the aftermath of sexual abuse. Utilizing the Principles of Trauma Informed Care (Guidelines from SAMSHA: <https://www.samhsa.gov/nctic/trauma-interventions>) the Sexual Assault Response Unit has four primary components: Peer Support, Navigation, clinical matching that builds options and matches survivors for therapy with clinicians who have expertise in trauma and disabilities and an Advisory Council comprised of key stakeholders and leaders to advance SARU's state-wide efforts. With Survivor-centered care at the forefront of the work, the voices of Patty Quatieri and Leigh-Ann Barry anchor this program. Informing APS providers, Patty Quatieri will open this workshop by explaining how she experienced and healed from the trauma of sexual assault. She will challenge us to view survivors with disabilities through a trauma-informed lens instead of solely a disability lens. Jaime Suvak, SARU Director will describe the role of the SARU at DPPC and the success that the unit has achieved in increasing meaningful access to trauma services after abuse through direct service and state-wide regional collaborations. Finally, Jennifer Edwards-Hawkins will update the par-

106 - Hoarding—A Practical Guide to Understanding and Helping the Person Who Hoards (Part 1)

Maria Spetalnik, Conquer the Clutter

Sooner or later everyone who works in APS will find themselves dealing with someone in a hoarded environment. The sights, sounds, smells and emotions can be quite overwhelming for the unprepared. This is also a very difficult situation for the person who hoards because the shame, depression, anxiety and stress of living in a highly cluttered environment complicates any other issues they may have. During this fast-paced lecture we will explore the causes of Hoarding behavior, the unusual ways the person who hoards thinks, as well as the techniques, resources and other professionals that can help the client improve their situation. Maria uses many real-life examples and case studies as well as some hands-on activities during her presentation to keep everyone engaged and to aid those with different learning styles to retain the material.

107 - Taking Action: Assisting Victims of Financial Fraud

Laura Cook, National Center for Victims of Crime

Christine Kieffer, FINRA Investor Education Foundation

Millions of Americans become victims of financial crimes every year. This training will walk you through the accessible, victim-centered approaches at the heart of the updated Taking Action: An Advocate's Guide to Assisting Victims of Financial Fraud. Learn step-by-step strategies for addressing four major types of financial crime: Identity Theft, Investment Fraud, Mortgage and Lending Fraud, and Mass Marketing Scams. Attendees will receive a foundational background on these four major fraud types, and will learn about their role as advocates when they encounter victims dealing with financial crime. We will also discuss specific and concrete action steps that can be taken, along with a multitude of resources available to victims. While anyone can be defrauded, older adults are often higher targets, as they often hold a significant amount of wealth, and also may experience cognitive decline and/or other health issues. Older adults are often also victimized by someone they know, such as a caregiver, family member, friend, or guardian. In our presentation, we focus on victim-centered, trauma-informed approaches to assisting victims of financial fraud and exploitation, as financial victimization can be traumatic. We also discuss a plethora of resources that are available to victims, and what they can expect when they file reports.

108 - Using Forfeited Assets To Compensate Victims of Federal Crimes

Alice Dery, US Department of Justice

This presentation will focus on the remission and restoration of forfeited assets to the victims of the underlying offense for which we sought forfeiture. In addition, the presentation will highlight the compensation of victims who suffer losses outside the current regulatory framework.

201 - Voluntary Consensus Guidelines for State APS Systems: What is New and How are States Integrating Them

Anne Leopold, New Editions Consulting, Inc.

Mary Twomey, Consultant on Elder Justice

Stephanie Whittier-Eliason, Administration for Community Living

Bill Benson, Health Benefit ABCs / NAPSA

The Administration for Community Living (ACL) facilitated the development and updates of the Voluntary Consensus Guidelines for State Adult Protective Services Systems (Guidelines) to promote an effective adult protective services (APS) response across the country so that all older adults and adults with disabilities, regardless of the state or jurisdiction in which they live, have similar protections and service delivery from APS systems. The Guidelines also provide a core set of principles and common expectations to encourage consistency in the policies and practices of APS programs across the country. Even though the Guidelines do not impose mandates or requirements on the APS system, APS programs are using them to enhance their policies and practices. This workshop will (1) briefly discuss updates made to the Guidelines since they were first developed, (2) provide an overview of research topics identified by the field to advance APS policies and practices, and (3) provide results from an ACL pilot project for integrating the Guidelines in state APS policy and procedure manuals. The pilot project was implemented in 2020 to learn from states to what extent they have made efforts to integrate the Guidelines, what challenges they have encountered, what lessons they have learned, successes they have achieved, and what changes they have observed in their APS programs. In addition, as part of the pilot, four states received technical assistance to help them establish goals for integrating the Guidelines and work toward some of their short-term goals.

202 - Fashion Police: The Hats Supervisors Should Be Wearing

Richard E. Albrecht, MS, Temple University Harrisburg

A supervisor needs to wear many hats to be an effective and efficient leader. This training will discuss the "10 hats" supervisors should be concentrating on to be an effective leader. Whether you supervise 2 or 200, this training will benefit individuals that carry a role of supervision within their organization. This training will incorporate the psychology of supervision along with lessons learned from supervising 2 staff, 14 staff and 200 inmates.

204 - Enrich Your Supervision: Using Transfer of Learning Tools to Coach Your Staff

Katherine Preston-Wagner, Academy for Professional Excellence—APS Workforce Innovations

APS supervisors are instrumental in supporting staff's professional development. This interactive workshop will walk participants through innovative and practical coaching resources to upgrade their staff's efficiency in risk assessment and documentation skills. The showcased resources will allow their staff to deepen their critical thinking skills using a supportive and guided process. This workshop incorporates the components of Adult Learning Theory and consists of small group discussions, shared experiences, demonstration of available resources, and time given to process how to use the information in a variety of settings

WORKSHOP SESSIONS 2

205- Hoarding – A practical guide to understanding and helping the person who hoards (Part 2)

Maria Spetalnik, Conquer the Clutter

Sooner or later everyone who works in APS will find themselves dealing with someone in a hoarded environment. The sights, sounds, smells and emotions can be quite overwhelming for the unprepared. This is also a very difficult situation for the person who hoards because the shame, depression, anxiety and stress of living in a highly cluttered environment complicates any other issues they may have. During this fast-paced lecture we will explore the causes of Hoarding behavior, the unusual ways the person who hoards thinks, as well as the techniques, resources and other professionals that can help the client improve their situation. Maria uses many real-life examples and case studies as well as some hands-on activities during her presentation to keep everyone engaged and to aid those with different learning styles to retain the material.

206 - Tips for Interviewing Alleged Perpetrators / Abusers

Candice Heisler, Heisler & Associates

An important part of the APS investigation is attempting to interview an alleged abuser or perpetrator. Not only can the interview be helpful to clarify the facts, it may also reveal that the case is less serious than initially thought or that events did not occur. The interview can offer information about whether an alleged perpetrator can safely continue to help or have contact with the client, will benefit from services, and is willing to redress prior harmful actions. Using video clips, a case study and discussion, this workshop will highlight the goals of the interview, how to organize the interview, personal safety, creating an environment for disclosure and problem solving, keeping the interview on track, and ways to address volatility.

207 - Partnering With Your Local Healthcare Systems to Improve Outcomes

Adrienne DeVivo, BA, CDP, Hartford HealthCare Center for Healthy Aging

Healthcare and APS providers have the same goal, improving quality of life to ensure that aging adults can stay safely in their homes for as long as possible. In this workshop we will explore the benefits of working with local healthcare agencies in a mission to support mutual consumers by sharing information, resources and influence.

208 - Effective Communication With Law Enforcement in the Prevention of Elder Abuse

*Julie Schoen, National Center on Elder Abuse
Lauren Rosell, National Center on Elder Abuse*

As the number of elder abuse cases rises across the country, the unfamiliarity of the aging community continues to baffle law enforcement. Today's law enforcement offices need the help of APS now more than ever. Building a bridge to justice begins with connecting law enforcement agencies to their local APS office. This session, supported by The Department of Justice and presented by the National Center on Elder Abuse will offer tips for working with your local law enforcement (LE) offices, guidelines in interviewing elders with cognitive impairments, bruising identification, state specific abuse penal codes, and aging services resources through the Elder Abuse Guide for Law Enforcement (EAGLE) tool. The Elder Abuse Guide for Law Enforcement (EAGLE) is the cornerstone of elder

abuse resources for law enforcement, bridging the gap between LE offices and their local APS offices. EAGLE was created with the input of nearly 10 nationwide LE offices and is being utilized as the quick reference guide for many aging departments across the country! EAGLE works hand in hand with law enforcement and aging offices to combat elder abuse and protect our aging population. Be a part of the solution!

WORKSHOP SESSIONS 3

TUESDAY 11/17/2020 | 2:30 PM - 3:30 PM EST

301 - Online Safety in a Digital World

*Rachel Duer, Texas Department of Family and Protective Services
Patrice Clarke, Texas Department of Family and Protective Services*

This workshop will focus on how staff can keep their personal information safe online. Anyone working in today's digital age runs a risk of a client or family member learning personal information about staff. Participants will learn about online security risks through examples from the Worker Safety Support program at the Texas Department of Family and Protective Services. Information and strategies on how to shield personal information online will be provided.

302 - Bringing the NAPSA APS Certificate Training to Your Jurisdiction

*Mario Wawrzusin, Montgomery Dep't of Health and Human Services
Valerie Colmore, Maryland Office of Adult Services
Michael Hagenlock, Montana Adult Protective Services
Michelle Gayette, North Dakota Dep't. of Human Services Aging Services Division*

Over the last decade APS caseloads, demands, expectations and complexities have grown nationally. With the passing of the federal legislation, the Elder Justice Act in 2010, NAPSA and Adult Protective Services Workforce Innovations has sought to advance high quality and effective APS training through the development of key core training courses aimed to fully address and equip APS professionals as they investigate abuse, neglect, and exploitation of vulnerable adults and seniors. Developed by a cadre of national experts in the field, these 23 training modules, available for free for in-class instructors, with both Training and Participant manuals, or eLearning, are research informed, outcome-driven, utilize adult and group learning theory, and are trauma-informed as they prepare APS professionals in their investigative and casework. This workshop will review how 4 States took different approaches toward incorporating this national APS training program into their jurisdictions. The challenges, barriers and successes of their journeys will be explored. Four key elements in getting started, with creative implementation strategies will be discussed. Most importantly, a frank discussion on getting "buy-in" from your Agency and State leadership will be provided by this panel of four States from different parts of the country.

303 - Building A New Partnership to Fight Elder Financial Exploitation

Judith Kozlowski, US Dep't of Justice, Elder Justice Initiative
Deborah Cox Roush, Director, Senior Corps

Senior Corps/ APS/EJI Pilot Project on Addressing Elder Financial Exploitation

This workshop will discuss a new pilot project with APS/Senior Corps with support from DOJ's Elder Justice initiative.

The objective of this collaboration is develop additional partnerships to assist APS workers in their financial exploitation cases. The pilot will train Senior Corps volunteers to recognize financial exploitation in the course and to work with APS to provide support for cases referred to them by assisting in organizing financial documents and reviewing transactions to prevent and address elder financial exploitation.

Participants in the project will include CNCS Senior Corps volunteers with some training and experience in financial matters such as bookkeeping, accounting, simple tax preparation (or IRS training) or other experience with financial documents; good organizational skills; some familiarity with financial documents

APS workers who have caseloads of elder financial exploitation and co-occurring elder abuse cases. APS will continue to have responsibility of referring matters to law enforcement. APS may include some of the Senior Corps volunteers in referrals to civil legal services or social services, in order to assist the victims and support APS work on elder financial exploitation cases. DOJ through the Elder Justice Initiative will provide support and subject matter expertise in developing a training program that will include financial literacy training and document review training to assist APS and Senior Corps volunteers in increasing their knowledge of financial documentation and the types of transactions generally involved in elder financial exploitation matters. This would include various designations of authority including powers of attorney.

APS will train Senior Corps volunteers in understanding the role of APS generally and specifically with regard to the state in which the pilots will operate.

Senior Corps volunteers will participate with other members of multidisciplinary teams which may be part of the pilot.

This workshop expects to include active audience participation.

304 - Discharge Planning for APS Workers

Alan Lawitz, NAPSA Northeast 2 Co-Regional Representative

APS often has to assist clients in navigating among various settings and levels of care. 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. I drafted the NAPSA guidance on discharge planning and will also refer to that resource. This will be a panel presentation based on the experience of New York and other participating states.

305 - Prioritizing Peer Support in Trauma-Informed Responses to Sexual Abuse of Persons With A Disability

Kecia Weller, Board Resource Center

Patricia Quatieri, Sexual Assault Response Unit, Disabled Person Protection Commission

James Meadours, Abuse Prevention Advocate

Mark Sanford, Educator and Training Development Director, Board Resource Center

The widespread sexual abuse of persons with intellectual and developmental disabilities (I/DD) is widely recognized as a national health crisis and represents a profound challenge for APS leaders. This workshop will focus on the critical role of the upcoming "National Peer Support Network" in developing a national awareness about the epidemic of sexual violence against persons with I/DD and the value of a trauma-informed approach to combat this public health crisis. The workshop will make the argument that Peer Support by survivors of sexual assault with I/DD is a core component of any APS response to the epidemic.

Kecia Weller, a nationally recognized Disability Rights Leader and Sexual Assault Survivor from California, and Patricia Quatieri an experienced Disability Rights Leader and Sexual Assault Survivor from Massachusetts, are two emerging Peer Support leaders who advocate for APS tackling this crisis in a trauma-informed way. Ms. Weller was a key advisor to The National Arc and the Board Resource Center launch an innovative Public Health Campaign "Talk about Sexual Violence" -- to encourage and teach primary care providers how to talk about sexual violence with their patients with I/DD. Ms. Quatieri helped the Disabled Persons Protection Commission in Massachusetts launch an innovative Sexual Assault Response Unit (SARU) designed specifically to help adults with I/DD cope with the aftermath of sexual abuse. A key component of the SARU is Peer Support Services. Patty is helping lead the creation of Peer-to-Peer Support Services for adults with I/DD who have experienced sexual abuse of any kind. This workshop will introduce the power and importance of Peer Support in all APS efforts to address the epidemic of sexual abuse against persons with I/DD from a trauma-informed perspective. helped the Disabled Persons Protection Commission in Massachusetts launch an innovative Sexual Assault Response Unit (SARU) designed specifically to help adults with I/DD cope with the aftermath of sexual abuse. A key component of the SARU is Peer Support Services. Patty is helping lead the creation of Peer-to-Peer Support Services for adults with I/DD who have experienced sexual abuse of any kind.

306 - Self-Neglect Among Older Adults: Is It A "Lifestyle" Choice?

Mamie Mariama Kutame, Chicago State University

Self-neglect among older adults is a rapidly growing public health and global issue, and is the most problematic in the elder abuse and neglect literature. Data suggests that self-neglect contributes to diminished quality of life and is associated with high mortality rates, however, research on the perspectives of older adults who have been identified as self-neglecting has not received the attention it deserves. Understanding the perspectives of older adults who self-neglect has never been as critical as it today. Studies estimate that the prevalence of self-neglect is expected to rise with the increase in the growth of the elderly population. Therefore, it is reasonable to ask, how could we better serve older adults who engage in self-neglecting behaviors if we lack adequate understanding of their lived experiences? This workshop will highlight the perspectives of twelve older adults who have been identified as self-neglectful and

how vital it is that service providers take into consideration the narratives of the older adult from engagement to assessment and throughout the professional relationship. It is the aim of this presenter that the findings from this qualitative study could add to our understanding of self-neglect in a deeper way and serve as a spring board toward finding solutions that make an impact and enhance the capacity for self-care and the well-being of older adults challenged by self-neglect.

307 - Developing A Statewide Elder Abuse Prosecution Manual: North Carolina's Experience

Nancy Warren, Project Coordinator, Elder Abuse & Exploitation Resource Manual, NC Conference of District Attorneys

Jordan Ford, Financial Crimes Coordinator, NC Conference of District Attorneys

Many Adult Protective Services (APS) professionals and advocates would like to see improved access to justice and prosecution of crimes committed against older adults and younger adults with disabilities. There are myriad reasons given by prosecutors to explain why prosecution of these crimes is not viable – you've probably heard them – lack of knowledge, lack of experts, too complicated, other competing priorities and unreliable witnesses are some reasons cited. In North Carolina the NC Conference of District Attorneys (NCCDA) made a conscious decision several years ago to “up the game” when it comes to improving access to justice and prosecution of crimes perpetrated against older adults. “Upping the game” has been accomplished in a variety of ways including making better, more frequent training on the subject available to prosecutors and staff, intentionally connecting crime victim advocates in the local DA's office with local APS staff, sponsoring statewide multi-disciplinary training for APS, law enforcement, prosecutors and allied professionals, and most recently, development of an Elder Abuse Prosecution Manual and Investigator's Guide to be used statewide by all prosecutors. This workshop will provide practical information to participants interested in improving prosecution of elder abuse crimes by learning how NCCDA worked collaboratively and across disciplines to develop a statewide prosecutor's manual and investigative guide.

308 - The Department of Justice's Money Mule Initiative: Disrupting the Money Mule Network

Brian McDonough, Dep't. of Justice

Combating financial fraud targeted at seniors is a key priority of the Department of Justice. As part of its Money Mule Initiative, since 2018, the Department of Justice and its law enforcement partners across the country have taken targeted actions to disrupt, investigate, and prosecute money mule activity used to facilitate fraud schemes, especially those victimizing senior citizens. The actions varied, based on evidence collected as to each individual money mule's conduct, including witting and unwitting money mules. This workshop will highlight efforts taken in the Northern District of Ohio to disrupt the money mule network featuring criminal and non-criminal strategies.

309 - Evaluating APS: An Update on the ACL Process Outcome Study and the APS Client Outcomes Study

Raphael Gaeta, New Editions Consulting, Inc.

Karl Urban, Walter McDonald and Associates, Inc.

Laura House, US Administration for Community Living

Zach Gassoumis, University of Southern California

Mary Twomey, Consultant on Elder Justice

Through two projects the Administration for Community Living is funding studies of processes and outcomes in APS programs. The Process Outcome study, conducted by the APS Technical Assistance Resource Center, examined four system outcomes (associated with key case decisions) for APS programs and relationship of various aspects of policy and practice (e.g., staff to worker ratios, investigation timelines) with these outcomes. The workshop will present findings related to each of the four system outcomes. The APS Client Outcomes Study, conducted by New Editions Consulting, in collaboration with NAPSA, is the first multi-state study to examine if and how Adult Protective Services (APS) programs make a difference in the lives of clients with regard to their safety/risk, well-being, and satisfaction with services. This workshop will provide an update to the field regarding the status of the study, share lessons learned during the design and implementation phases of the research, lay out the plans for completing the study and sharing findings with the field. Specific topics to be covered about study design include: literature and datasets that informed the design, working with the technical expert panel, choosing the methods, designing instruments, creating data collection and analysis procedures, and obtaining authorizations and approvals to implement. Specific topics to be covered about study implementation include: outreach to states and counties, pre-implementation preparations and training, lessons learned from data collection. Description of next steps will include: completing the analysis, interpreting and reporting on findings, and methods for sharing the findings with various APS audiences.

workers' understanding of their clients' challenges. We will examine methods to detect these geriatric syndromes and through case examples describe how each can play a role in financial exploitation cases. Financial Exploitation and Vulnerability: The six domains of

exploitation (Conrad & Iris, 2010)—theft/scams, abuse of trust, enticement, coercion, signs of possible financial exploitation and money management difficulties will be defined and we will introduce why the assessment of financial decision making capacity is often the cornerstone assessment needed in cases of financial exploitation. Our psycholegal and research work since 2012 has examined the intersection of financial exploitation and decision making capacity; introduced a new conceptual model and new tools for both the investigation and prevention of financial exploitation. Our first conceptual approach is the person-centered approach, which underscores the importance of contextual factors and obtaining the older adult's story about their financial situation. Our second conceptual approach is based on legal standards as described in Appelbaum and Grisso's (1988) decisional abilities framework. These authors examined the legal standards used by states to determine incapacity and identified the abilities or intellectual factors necessary to make informed decisions: choice, understanding, appreciation, and reasoning. These have since been reiterated as fundamental aspects of decisional abilities. During this portion of the workshop we will introduce a new Financial Exploitation Vulnerability Scale (FEVS) based on contextual factors. Evidence Based and Implementation: The six year partnership between researchers at Wayne State University and Michigan Adult Protective Services (APS) will be reviewed. Initially the partnership enabled the empirical investigation of the decision making scales and their reliability and validity. During the past two years the implementation of online training and certification and use of the scales has been ongoing. We will introduce the two scales—a 10

item scale to be used with clients and a 14 item scale to be used with third parties including family and friends, and describe the research findings with the scales and how they meet the evidence based criteria. We will then discuss our steps in implementation, describing the steps we have taken, the importance of bi-directional communication, the improvements and additional materials we created to enhance implementation and the empirical results of hundreds of APS workers trained and certified and nearly 1,000 scales administered in a 20 month period. Finally, we will introduce our website <https://olderadultnestegg.com> which houses online accounts, training and certification at no charge to the APS professionals.

WORKSHOP SESSIONS 4

TUESDAY 11/17/2020 | 3:45 PM - 4:45 PM EST

401 - The Impact of Social Distancing on Elder Abuse

Julie Schoen, JD, National Center on Elder Abuse

Throughout the COVID Pandemic, Elder Justice has been tested to the limits. Ageism, social isolation and familial anxiety have increased the potential for Elder Abuse in many areas. However, COVID has taught us so much about innovations and problem solving. Social connectivity vs. Physical Distancing, the impact on health care, law enforcement, the field of elder justice will continue to face a multitude of challenges however, together, we can break down barriers and silos and address many needs brought about by the COVID-19 pandemic. We're hopeful and remain cognizant of the need for strategic and targeted education and awareness efforts. Successful prevention, detection and intervention relies, in part, on the education or training of professionals and the public. During this workshop, the National Center on Elder Abuse (NCEA) will guide you through our concerns and what we are hearing and observing. You'll also become more familiar with some of our most recently developed modules, fact sheets and training resources, created in conjunction with fellow national resource centers, federal agencies and private funders.

402 - Shifting Cultures: Addressing Vicarious Trauma in Adult Protective Services

Matt Goldenberg, DSHS Adult Protective Services

Tara Fairchild, DSHS Adult Protective Services

Jill McCarl, DSHS Adult Protective Services

Research suggests the most predictive factor of burn-out is a stressful work environment. Adult Protective Services staff are routinely exposed to events and situations that many consider provocative. This along with a dynamic workforce present challenges to leadership in retaining and promoting a healthy work environment. This workshop will identify cutting edge, evidence based strategies to address the stress and trauma staff working within Adult Protective Services experience. Adult Protective Services in the State of Washington has adopted an innovative, culturally responsive, trauma informed approach to leadership. This includes the implementation of a Critical Incident Stress Management program with the goal of addressing vicarious trauma, reducing burn-out and increasing retention of all staff. This program was adapted from best practice as recommended by International Critical Incident Stress Foundation. One potential outcome of this program is to calibrate appropriate responses to stress inducing events in the workplace. A focus will include rendering support using a trauma-informed approach to

Adult Protective Service employees who experience distress after an on the job critical incident. Additionally, this approach focuses on strategies to provide respectful, culturally informed and trauma aware support and education to all employees on the effects of trauma and stress management on the job. Attendees of this interactive workshop will gain tools to model and adopt their own internal stress management program facilitated by the psychologists who developed the pilot in Washington State.

403 - The Elder Abuse Screening and Assessment Tools Inventory: A Resource for Practitioners

Robert Bartolotta, Ph.D., New Editions Consulting

Stephanie Whittier Eliason, Administration for Community Living, Office of Elder Justice and Adult Protective Services

The Administration for Community Living (ACL) facilitated the development of the Elder Abuse Screening and Assessment Tools Inventory for use by elder justice practitioners. The purpose of the Inventory is to identify elder abuse and maltreatment screening and assessment tools appropriate for community use by service practitioners (e.g., Adult Protective Service Workers, law enforcement, banking or healthcare professionals), document their descriptive characteristics, and rate the available evidence of their usability, reliability, and validity. This workshop will (1) describe the development of the Inventory, (2) discuss its scope and format, and (3) describe how the elder justice practitioner community can use it.

404 - Building Outreach and Collaboration To Prevent Elder Financial Exploitation

Jenefer Duane, Consumer Financial Protection Bureau

Ron Tatro, Elder Law of Michigan

There's a growing consensus among community stakeholders, experts and practitioners that multidisciplinary collaboration improves prevention, detection, intervention, response and prosecution of elder financial exploitation and increases access to victim services. Join us to learn about recent activities and developments with elder fraud prevention and response networks across the country. The panel will discuss the successes of and challenges facing networks including coordination of service delivery, collaboration on referral and investigations, prevention activities, building membership, funding and sustainability. The panel will engage the audience to share experiences with and need for networks in their communities. The presentation will introduce and demonstrate CFPB's Elder Fraud Prevention and Response (EFPRN) Toolkit developed for leaders and key stakeholders to use when creating new networks or enhancing existing ones. The EFPRN Toolkit provides a roadmap and resources to spark and support the development of networks in communities nationwide. It includes user-friendly templates, worksheets, examples and other materials to help communities initiate and enhance local EFRPNs. The discussion will cover elements of a dynamic convening model with suggested practices for planning a successful and highly interactive event to convene partners representing financial institutions, law enforcement, legal services, adult protective services and other community stakeholders.

405 - Supported Decision Making: Autonomy for All

Dana Lloyd, Georgia Advocacy Office

*John McCarty, 2019 SARTAC Fellow
Carleton Coleman, Georgia Division of Aging Services*

Supported Decision Making (SDM) is a practical flexible tool that enables people experiencing a variety of impairments to make their own decisions and direct their lives with the help of trusted supporters. This interactive workshop will introduce the principles of SDM and explore its application across several domains. These principles can be utilized by professionals and informal supporters to support people throughout their lifespan. Supported decision making provides the accommodations necessary to ensure a person can maintain their autonomy and increase self-determination.

406 - You Don't Know What You Are Missing: Using Enhanced Cognitive Interviewing Skills for Protective Services
Christopher Dubble, Temple University Harrisburg

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

407 - Legal Services and APS Working Together
*Andrew Capehart, APS TARC
Hilary Dalin, Administration for Community Living*

This workshop will explore through case studies common scenarios in which civil legal interventions can restore to APS clients so much of what they've lost to abuse, including their rights to make their own decisions, title to their property, money stolen from their bank accounts. We'll look through the lens of cases at the opportunities and the challenges for APS when teaming up with legal aid to preserve the rights of elders who have experienced maltreatment. The session facilitators will use fictional representations of real-life situations that APS and legal services commonly encounter. Participants will work through solutions to these situations with the presenters to facilitate an understanding of how personnel within the two systems can work together.

408 - Competency and Capacity: What's the Difference?
*Bonnie Olsen, Ph.D., Keck School of Medicine, USC
Candace Heisler, Heisler & Associates*

Few legal issues in elder abuse cases are more important than competency and capacity. For the attorney, defining case theory, determining if a victim or other witness can testify, and assessing the defendant's ability to stand trial all turn on assessments of capacity and competency. For APS and other investigators, understanding how these issues arise and the most effective way to frame them for the expert evaluator will improve identification of the most appropriate intervention for a client. While competency and capacity are often

used interchangeably, they are separate and distinct. The presenters, an expert evaluator and an attorney, will define these terms, describe how competency and capacity issues arise in various kinds of cases, and explain how legal and clinical practitioners analyze these concepts. Suggestions for when to consult an expert evaluator, how to locate an expert, and tips for working with the expert will all be discussed.

WORKSHOP SESSIONS 5

WEDNESDAY 11/18/2019 | 2:30 PM - 3:30 PM EST

501 - How Data and Quality Assurance Can Enhance the Effectiveness of APS Programs (Part 1)
*Leslie McGee, WRMA, Inc.
Karl Urban, WRMA, Inc.*

Having an effective quality assurance (QA) process is vital to the improvement of APS programs. Using data effectively is a critical tool in QA and managing your program generally. In discussions with the APS Technical Assistance Resource Center (APS TARC), APS programs frequently cite QA and the use of data as areas for potential program improvement. This workshop will explore how to use data to manage your APS program with a special focus on its role in an effective QA program. In addition to the role of data in QA, the workshop will explore other aspects of QA, such as the importance of supervisors and documentation. Staff from the APS TARC will provide a theoretical framework for how to use data and provide QA. Data from the National Adult Maltreatment Reporting System (NAMRS) and the APS system evaluation will be used to describe and illustrate current practice. This framework and data will be complemented by a panel of invited APS program managers who will describe their best practices in using data and conducting QA. Workshop participants will be encouraged to share their experience or ask questions.

502 - Leadership in Texas - Applying the Leadership Challenge to Adult Protective Services
Michael Curtis, Texas Dep't. of Family and Protective Services

The Leadership Challenge has become the leadership model for Family and Protective Services in Texas. Hundreds of managers have been through the full four-day experience and most supervisors have been exposed to the five practices. In this workshop, participants will be exposed to the five practices of The Leadership Challenge and explore how they can be applied to every level of leadership regardless of what type of organization the model is being applied to.

503 - Using AI to Predict Adult Maltreatment
Nicole Fettig, WRMA, Inc.

Adult Protective Services (APS) agencies are collecting and reporting more and more data on adult maltreatment, yet very little research has been done to date to explore how this data could inform predictive risk factors associated with maltreatment. In this workshop, researchers will describe the purpose and results of the ACL funded research project to assess opportunities for using artificial intelligence, machine learning, and other "big data" tools to identify individuals who are at increased risk for abuse, neglect, and exploitation. Presenters will share: the results of meta-analysis on risk and protective factors; a scan of how related fields (e.g. child welfare and healthcare) use machine learning and predictive analytics; the meth-

odology and results of the machine learning predictive analytic approach to identify locations with a high incidence of abuse, neglect, and exploitation. At the conclusion of the workshop, attendees will have a better understanding of the methodology and approach for using big data and predictive algorithms to identify risk features at the individual and geographic level as well understand the implications and possibilities for future research.

504 - "The APS Professional as Expert Witness"

Candace Heisler, JD, Heisler & Associates

APS investigations may give rise to cases heard in a variety of legal settings, including Probate, civil and criminal courts and licensing hearings. The issues presented in these setting may vary but many may require the calling of expert witnesses. Some jurisdictions are turning to APS professionals to provide that expert testimony. This session will address what makes an APS professional an expert witness, subject s about which APS may be asked to testify, how the role of an expert witness is different from that on a lay witness, and information the APS professional may need to collect and provide to establish their expertise. NOTE: This session is specifically directed at APS professionals, including supervisors, who may be called as expert witnesses or be considering serving as an expert witness. It is not directed at other professionals who may testify ad expert witnesses.

505 - Balancing Autonomy and Safety: Creating An Ethical and Trauma-Informed APS Work Environment

Julia McGlamary, Adult Protective Services, Montgomery County Maryland

Adult Protective Services investigators are required to make daily complex ethical decisions. Repeated deliberation of ethical dilemmas can lead to worker burn-out, fatigue, internalized guilt, anxiety, and secondary trauma. This can in turn negatively impact the work environment through high rates of staff turnover, inter-staff conflicts, lack of follow through in documentation and service planning, and delays in properly terminating cases. Worker fatigue and an unsupportive work environment increase the risks to our vulnerable clients due to inadequate exploration of client needs, inaccurately identifying client capacity resulting in low acceptance of services and implementing ineffective interventions. This presentation will cover how to teach APS ethical decision-making to staff in a highly stressful environment. We will explore our journey in Montgomery County of how we have successfully balanced a structured orientation schedule and ongoing clinical learning program for all staff, while continuing to foster worker autonomy. We also intend to discuss how to foster self-care, worker safety planning, and strengthening peer to peer relationships on the team.

506 - Identifying the Truth Through Non-Confrontational Interviewing Techniques

John J. Guzman, CFI, MS, Wicklander-Zulawski & Associates, Inc.

This workshop is based on a customized training course that was developed by Wicklander-Zulawski & Associates, Inc. (WZ) in collaboration with the Texas Department of Family and Protective Services APS Program. The presentation focuses on best practices related to interviewing victims, collaterals, witnesses

and alleged perpetrators with the goal of identifying truthful and reliable information. The presentation is intended for adult protective services professionals who have various levels of interviewing experience. The techniques presented will assist interviewers in conducting physical and sexual abuse, neglect and exploitation investigations. The workshop will illustrate the differences between a fact gathering and admission seeking interview; examine six different types of lies; discuss Neurolinguistics and explain the theory of rationalization. The main focus of the workshop is an overview of the non-confrontational interview methods of the Selective Interview Technique and the conversational based WZ Introductory Statement Method. The WZ Introductory Statement has proven to be of significant value in educing information from reluctant subjects and sources. In many cases, the interviewee can be engaged in such a manner that he or she reveals information without being aware of giving away anything of value.

507 - When Disability Enters the Abuse Picture

Melissa Machac, Disability Network Oakland & Macomb

This workshop walks you through an existing and well-received presentation that focuses on the prevention of elder abuse. The presentation is used with community organizations of all kinds. Weaving trauma-informed care principles throughout, abuse will be dissected from a disability perspective. The workshop will cover the basics of abuse as well as the complications that disabilities can add to the situation.

508 - Using Civil Remedies to Respond to Financial Elder Abuse

Frank J. Fox, Majors & Fox

The workshop will (1) use actual elder financial abuse civil litigation cases to explore and explain the particular circumstances under which civil remedies may be effective in helping a victim and how those remedies may be used most effectively; (2) use such actual cases to illustrate the difficulties elders have finding a qualified civil litigation attorney to handle such cases and the important role which APS workers may play in facilitating the critical connection between victim and lawyer by referring the alleged victim to a non-profit lawyer referral service; and (3) use actual case outcomes to demonstrate the potential value of APS referrals to the victim, the non-profit lawyer referral service and society.

WORKSHOP SESSIONS 6

WEDNESDAY 11/18/2020 | 3:45 PM - 4:45 PM EST

601 - How Data and Quality Assurance Can Enhance the Effectiveness of APS Programs (Part 2)

Leslie McGee, WRMA, Inc.

Karl Urban, WRMA, Inc.

Having an effective quality assurance (QA) process is vital to the improvement of APS programs. Using data effectively is a critical tool in QA and managing your program generally. In discussions with the APS Technical Assistance Resource Center (APS TARC), APS programs frequently cite QA and the use of data as areas for potential program improvement. This workshop will explore how to use data to manage your APS program with a special focus on its role in an effective QA program. In addition to the role of data in QA, the workshop will explore other aspects of QA, such as the importance of supervisors and documentation. Staff from the APS TARC will provide a theoretical framework for how to use data and provide QA. Data from the National Adult Maltreatment Reporting System (NAMRS) and the APS system evaluation will be used to describe and il-

lustrate current practice. This framework and data will be complemented by a panel of invited APS program managers who will describe their best practices in using data and conducting QA. Workshop participants will be encouraged to share their experience or ask questions.

602 - Intersection of the Long-Term Care Ombudsman and APS – a Dialogue with ACL

Louise Ryan, MPA, ACL

Stephanie Whittier Eliason, ACL

Hilary Dalin, ACL

The Long Term Care Ombudsman Program and Adult Protective Services Programs each began in response to growing societal awareness that older adults and persons in long-term care facilities needed a voice and a measure of protection against abuse, neglect and exploitation. These programs have fundamentally different yet complementary missions and individuals working in both programs consider themselves advocates for the vulnerable people they serve. However, there are significant differences and distinctions in their history, stated missions, and statutory mandates. It is this interplay that misunderstandings can occur and why on-going communication and collaboration is essential. This workshop will explore the organizational differences and the impact on service provision and will be an interactive dialogue.

603 - A Randomized Controlled Trial Assessing an APS Tool: Cornell-Penn Interview for Decisional Abilities

Theresa Sivers-Teixeira, MSPA, PA-C, Keck School of Medicine, USC

Bonnie Olsen, Ph.D., Keck School of Medicine, USD

The Interview for Decisional Abilities (IDA 3.0-CA) is a tool designed for use by Adult Protective Services (APS) workers to assess the ability of suspected victims of elder mistreatment to make decisions about the risks they face. The IDA breaks down the process of assessing a client's decisional ability into three parts: (1) Understand the risk, (2) Appreciate the risk to one's safety, (3) Provide reasoning about potential interventions. This study evaluated the impact of training and use of this tool on knowledge, experiences, and ability to determine decisional ability of clients. APS workers and supervisors from California were randomized into a training (n=96) or control (n=94) group. The training group received the IDA 3.0-CA training. All participants received baseline and follow-up surveys three months apart. Compared to the control group, the IDA-trained group reported more positive experiences with assessing decisional ability ($p < 0.0001$) and case management ($p = 0.0001$). The IDA-trained group did not improve in their knowledge of decisional ability ($p = 0.139$), possibly due to a ceiling effect. Application of the IDA was assessed through hypothetical client scenarios. The IDA-trained group improved in assessing a client's ability to understand a risk ($p = 0.002$) but not in a client's ability to appreciate ($p = 0.656$) or reason ($p = 0.451$) about a risk. These findings support use of the Interview for Decisional Abilities and add to the evolving evidence base of APS practice.

604 - Trauma-Informed Care: Healing the Healer

Nora J. Baladerian, Ph.D., The Disability and Abuse Project of Spectrum Institute & Counseling Center of WLA

Recognizing the psychological impact upon APS professionals (and others in collaborative fields) of the traumatic images, stories and experiences they face daily, steps must be taken. Quick, free and easy healing methods can be used to eliminate the psychological toxicity the work involves. This workshop will include a brief definition/clarification of conditions now recognized as burnout, vicarious trauma and compassion fatigue, but focuses on healing practices to inoculate against these common conditions. A primary focus will be on using Thought Field Therapy, although other practices such as mindfulness and guided imagery will be covered.

605 - Exploring Together: The Real Issues of "Ethics & The Hoarding Dilemma"

Kathy Wood, OKDHS/APS

Paul Needham, TCS Services

Exploring together, the real issues of "Ethics & The Hoarding Dilemma" APS workers confront a variety of ethical dilemmas in the course of their daily practice. They also may be challenged by differences in culture, beliefs, and values. Although the balancing act between self-determination and protection is at the heart of APS work, working with clients suffering from a Hoarding Syndrome bring their own set of special conflicts and ethical challenges. Participants will learn how to identify major ethical concepts and dilemmas related to their daily practice and probe the many factors that influence the decision-making process. This workshop will first introduce the ethics behind working with any APS Client including those that Hoard, by using some of the IN-CLASS Training from the NAPSA Training Module on Ethics. The Majority of the workshop participants will explore together how big a problem hoarding is in our elderly population, the impact of "clutter", the causes of hoarding as described by one of our nations experts (not me) and what the newest DSM-5 reveals about hoarding. And finally, "What can we do?"....as we explore best practices in service planning associated compulsive hoarding.....All this in an interactive 90 minutes of professional exploration of "Ethics & The Hoarding Dilemma"

606 - Not to Be Forgotten: Dementia and Elder Abuse

Ann McQueen, Ph.D., M.S. Oregon DHS, Aging and People with Disabilities

An estimated 5.8 million Americans of all ages are living with Alzheimer's disease and other types of dementia (Alzheimer's Association, 2019), and this population is especially vulnerable to elder abuse. A 2010 study found that 47% of participants with dementia had been mistreated by their caregivers, with 88.5% experiencing psychological abuse, 19.7% experiencing physical abuse, and 29.5% experiencing neglect (Wiglesworth et al, 2010). Research also suggests that incidents of resident-to-resident aggression in long-term care facilities, many of which involve residents with dementia, are prevalent (Rosen, Pillemer & Lachs, 2018). Using a person-centered framework, this workshop will offer research findings that explore the prevalence of abuse among individuals with dementia, reasons people with dementia are at greater risk for elder abuse, signs that a person with dementia may be experiencing abuse, and policy and practice ideas for reduction and prevention of abuse in this population. The second portion of the workshop will focus on the importance of APS interviewing people with dementia as part of investigations and methods of doing so in a way that does not re-

traumatize. Finally, the important roles law enforcement, healthcare professionals, and prosecutors can play in these cases will be discussed.

607 - Connecting the Dots - Bringing Law Enforcement and Victim Advocacy together

Sergeant Jillian Macey, Office of Genesee County Sheriff

Jennifer Titsworth, LLMSW Office of Genesee County Sheriff

Lieutenant David Kennamer, Office of Genesee County Sheriff

This workshop is targeted toward law enforcement, APS case workers, victim advocates, and those working with or around older adults. The focus of this session is to “Connect the Dots” between law enforcement and social services. From the boots on the street to detectives investigating the crimes, connecting victims with advocates and social workers allows the elderly person to feel supported from beginning to end. The Office of Genesee County Sheriff utilizes police paramedics, dedicated investigators as well as a grant funded victim services team to better serve older adults. This holistic approach starts by reviewing calls made to the 24/7 hotline, and can include welfare checks completed with medical personnel, as well as one on one counseling when needed. The GRACE team is able to help victims of elder abuse and neglect replace or create a non-existent support system. Fostering the relationships between law enforcement personnel and social services allows victims to feel more comfortable in their situations and sometimes more willing to face their perpetrators. By helping the victim understand their rights, assisting them in navigating the criminal justice system we can provide a voice to the voiceless.

608 - Aligning APS Policy and Person Centered Values: Minnesota’s Vulnerable Adult Act Redesign

Mary McGurran, Minnesota Department of Human Services

The Vulnerable Adult Act (VAA) guides policy for administrative investigation and adult protective services in Minnesota’s county administered adult protection system. The VAA has been updated several times since its enactment in 1980, but remains a product of the institutional services system for which it was designed. The decision to consider redesign reflects the changing demographics in our state as well as a recognition of challenge within the current statute for equity and person centered values. The Department of Human Services engaged in a review of national models and best practices as well as engagement with community, institutional and adult protective services stakeholders to identify values important to each. Themes emerged through this process including the system’s lack of cultural responsiveness and equity and the conflicts in an APS system focused on investigation and blame as well as a responsibility for service engagement with vulnerable adults and those responsible for maltreatment. Solutions groups tackled the conflicts in values and policy to create recommendations for a more person centered adult protective services systems. This session will review the process and outcomes from the Redesign’s stakeholder engagement process. Key learnings on policy and values conflicts and recommendations for solutions to align adult protective services policy with stakeholder’s values will be presented.

701 - The Benefits of Developing a Financial Exploitation APS Specialization in Montgomery County

Bryan Roslund, Office of the State’s Attorney

Julia McGlamary, Adult Protective Services, Montgomery County Maryland

Mario Wawrzusin, Adult Protective Services, Montgomery County Maryland

Amy Thomas, Adult Protective Services, Montgomery County Maryland

Over the last decade our jurisdiction has seen the percentage of financial exploitation allegations rise from 15% to 38% of our total caseload. Like many of our colleagues across the nation, we have struggled with the increase in volume and complexity of financial exploitation cases. These cases require a longer involvement of the investigator, a deeper look into client capacity and decision-making abilities, and a competent understanding of how to review financial records. We intend to present a detailed clinical and legal review of a case in which a local couple was successfully prosecuted for exploiting \$1.2 million from a 99-year-old man over four years despite multiple APS investigations. Through this case example we will challenge some of our jurisdiction’s ineffective practices, demonstrate how this case has helped us to develop our financial exploitation specialization, and discuss how our partnerships have increased our success in protecting our jurisdiction’s vulnerable adults from financial exploitation. We will cover how to create specialized financial exploitation roles for an APS investigator and an APS continuing worker, utilizing a volunteer to review and summarize financial records, providing ongoing training and support to the whole team on financial exploitation, and working very closely with our County Attorney’s Office, State’s Attorney’s Office, and Financial Crimes Division. The social workers in these specialized roles have greatly benefited the agency by strengthening the relationship with our partners, in developing and refining a protocol for investigating financial exploitation, by enhancing peer consultation, and by developing a greater clinical depth to the APS process.

702 - Good Enough Isn’t Good Enough For Arizona

Joei O’Grady, AZ Adult Protective Services

Kim Lanker, AZ Adult Protective Services

The Arizona Adult Protective Services Quality Assurance (QA) team has undergone exciting changes in their QA review processes that have encouraged positive engagement with field and hotline staff. Come see how our QA Team has grown from reviewing a few cases each month to reviewing cases and reports from all staff every month. Learn how coaching and sustainability plans between QA and field leaders can change outcomes for clients. This workshop will present those processes and provide tools, monthly reports with graphs, for workshop participants to utilize in their home states. Better tools...better processes...better quality...improved outcomes for clients.

703 - Capturing Adult Protective Services Outcomes: The Identification, Services, and Outcomes Matrix

Pi-Ju (Marian) Liu, Purdue University

WORKSHOP SESSIONS 7

THURSDAY 11/19/2020 | 1:00 PM - 2:00 PM EST

Michael Hagenlock, Montana Adult Protective Services
Akiles Ceron, City and County of San Francisco Adult Protective Services
Denise Brinkmeyer, JUMP Technology Services

Adult Protective Services (APS) investigates and substantiates vulnerable adult abuse, neglect, and exploitation (ANE) cases. The frontline social service agency also refers or provides needed services to ANE victims. Outcomes of APS has been scarce, with definitions of outcomes varying from study to study. Using a pretest-posttest design, San Francisco, Napa, and Montana APS have partnered with researchers and their IT vendor to measure changes of ANE harm from case investigation (pretest) to case closure (posttest) using standardized measures called the Identification, Services, and Outcomes (ISO) Matrix. The ISO Matrix is an assessment tool that defines indicators of abuse and interventions in order to increase consistency of APS practice. Researchers found that referrals and services reduce risk of some types of abuse, and will present factors impacting services effectiveness through data collected by San Francisco, Napa, and Montana APS. San Francisco and Montana APS will discuss their journey in adopting the ISO Matrix, and how the evidence-based practice continues to grow with the adoption of the ISO Matrix. Additionally, JUMP Technology Services, who runs the investigation and documentation system for these APS programs, will discuss their values in supporting evidence-based practice like the ISO Matrix. Challenges (along with strategies) to work collaboratively across disciplines will be addressed by the panel of APS, IT vendor, and researcher. This workshop is supported by the Administration for Community Living's Elder Justice Innovation Grant and State Grant to Enhance Adult Protective Services.

704 - Strengthening Communication and Partnerships Between APS and Emergency Departments

Kristin Lees Haggerty, PhD, Education Development Center
Bree Cunningham, Massachusetts Executive Office of Elder Affairs
Hilary Dalin, Administration for Community Living

The National Collaboratory to Address Elder Mistreatment, funded by the John A. Hartford Foundation and the Gordon and Betty Moore Foundation, designed a model of care to help emergency department (ED) staff better identify and address older adults experiencing, or at risk for, mistreatment. In states testing this model, APS officials noted that ED staff have an incomplete understanding of APS' role and responsibilities, and that elder abuse reports can be strengthened. Reciprocally, ED staff also reported challenges related to the lack of feedback from APS regarding the outcomes of their reports. This dynamic informed the development of a new resource, one element of the care model, known as the Elder Mistreatment Community Connections Toolkit (EMCCT). In this workshop, participants will hear about recommendations from the Administration for Community Living (ACL), civil legal assistance, and NAPSA, to improve communication, coordination, and collaboration between health systems and APS, and how APS and a community hospital in Massachusetts are building community connections. Then, through a co-design process, participants will provide feedback on the Toolkit to reflect the realities and professional constraints of adult protective services workers. Opportunities to serve as ongoing advisors for the refinement of the Toolkit and the model's national dissemination will be shared.

705 - Guardianship: A False Sense of Safety in Avoiding Maltreat-

ment?

Anita Raymond, Center for Excellence in Supported Decision Making, VOA MN WI

Though we often think of guardianship as the ultimate protection against, and response to, maltreatment of vulnerable adults, the reality is that this could be a false sense of security. In fact, even well-intended decisions by a guardian to reduce risk or respond to problem behaviors can lead to another form of maltreatment: that of overly protective measures that significantly reduce the person's sense of self and quality of life and lead to unnecessary restrictions. Using real-life examples, this session will discuss the competing values of safety and happiness and how sometimes, engaging in measures to promote safety removes the person's voice, their sense of purpose and life-satisfaction, unintentionally harming the people we are trying to protect.

706 - Geriatrics, Financial Exploitation and Implementing Evidence Based Tools into the APS Investigation (Part 1)

Peter A. Lichtenberg, Wayne State University
Marie Shipp, LLMSW, Department of Health and Human Services, State of Michigan

Introduction: We will break up our workshop into three areas: (1) An Examination of common geriatric syndromes (50 minutes); (2) A review of the six domains of financial exploitation and vulnerability to exploitation (25 minutes) and (3) A description of the evidence based tools being used in APS financial exploitation investigations in Michigan, and an examination of the steps involved in successfully implementing evidence based tools into the APS financial exploitation investigation (90 minutes). Geriatric Syndromes: Since many APS workers have a background in child or domestic violence services and less of one in geriatrics we begin our workshop by examining three core geriatric syndromes dementia, depression and frailty. These syndromes, common in many clients for whom an APS financial exploitation case is initiated, are fundamental to the APS workers' understanding of their clients' challenges. We will examine methods to detect these geriatric syndromes and through case examples describe how each can play a role in financial exploitation cases. Financial Exploitation and Vulnerability: The six domains of exploitation (Conrad & Iris, 2010)—theft/scams, abuse of trust, entitlement, coercion, signs of possible financial exploitation and money management difficulties will be defined and we will introduce why the assessment of financial decision making capacity is often the cornerstone assessment needed in cases of financial exploitation. Our psycholegal and research work since 2012 has examined the intersection of financial exploitation and decision making capacity; introduced a new conceptual model and new tools for both the investigation and prevention of financial exploitation. Our first conceptual approach is the person-centered approach, which underscores the importance of contextual factors and obtaining the older adult's story about their financial situation. Our second conceptual approach is based on legal standards as described in Appelbaum and Grisso's (1988) decisional abilities framework. These authors examined the legal standards used by states to determine incapacity and identified the abilities or intellectual factors necessary to make informed decisions: choice, understanding, appreciation, and reasoning. These have since been reiterated as fundamental aspects of decisional abilities. During this portion of the workshop we will introduce a new Financial Exploita-

tion Vulnerability Scale (FEVS) based on contextual factors. Evidence Based and Implementation: The six year partnership between researchers at Wayne State University and Michigan Adult Protective Services (APS) will be reviewed. Initially the partnership enabled the empirical investigation of the decision making scales and their reliability and validity. During the past two years the implementation of online training and certification and use of the scales has been ongoing. We will introduce the two scales—a 10 item scale to be used with clients and a 14 item scale to be used with third parties including family and friends, and describe the research findings with the scales and how they meet the evidence based criteria. We will then discuss our steps in implementation, describing the steps we have taken, the importance of bi-directional communication, the improvements and additional materials we created to enhance implementation and the empirical results of hundreds of APS workers trained and certified and nearly 1,000 scales administered in a 20 month period. Finally, we will introduce our website <https://olderadultnestegg.com> which houses online accounts, training and certification at no charge to the APS professionals.

707 - Interaction Skills to Use with Adults with Intellectual and Developmental Disabilities

Nora Baladerian, Ph.D., Spectrum Institute

This workshop will provide guidelines and specific information on interacting and interviewing adults with various types of developmental disabilities. This is an interactive workshop, designed to "fill in the gaps" of knowledge for those whose contact with this population may be limited. Unintended issues of bias, myths and misinformation will be discussed including interpretation of an individual's appearance, conduct, communication methods. The program will include real case histories, problems (and solutions) regarding "difficult to interview" situations, when an individual may be in danger, and resource information to support providing safe and effective intervention services.

708 - The Role of the Criminal Justice System in Addressing Elder Abuse Perpetrators

Candace Heisler, JD, Heisler & Associates

Karl Urban, MA, Walter R. McDonald and Associates, Inc. (WRMA)

Shelly L. Jackson, Ph.D., Elder Justice Initiative, US Department of Justice

The field of elder abuse has experienced the gradual criminalization of elder abuse. This workshop will address the kinds of critical information that will assist in the just handling of cases referred to the criminal justice system. As an introduction, the role of the criminal justice system in elder abuse cases will be described. Next, relevant data from the National Adult Maltreatment Reporting System (NAMRS) will be used to describe perpetrators as reflected in the NAMRS data. A discussion will ensue of the limitations, value and contribution of existing data, as well as what data would be useful in informing policy and practice in this arena. Finally, tools and options for responding to perpetrators will be described, with an acknowledgement that many APS clients will be helped by APS partnering with others in the community who can address the varied needs of perpetrators in a way that respects the wishes of older victims.

709 - Collaboration in APS Work "How Hard Can It Be?"

Paul Needham, TCS Services

This workshop is a Demonstration workshop for Module 21 Collaboration in APS Work. During this this brief but highly engaging and active workshop session, participants will be very actively involved (Not Lectured) throughout the demonstration. The workshop will include two very fun Team Building Activities for An MDT. This skill-building, interactive workshop is for entry level Adult Protective Services workers and their MDT partners (e.g. law enforcement, public guardians, public health nurses working with the elderly, mental health professionals, etc.) to learn how to collaborate more effectively on a personal level across disciplines. Trainees will become acutely aware of the challenges and barriers to successful collaboration. It is not the purpose of this workshop to review every aspect of the 6 hours of training in the instructor led module but participants will understand the fundamental elements critical to effective team building within a collaborative partnership and be able to employ strategies to effectively communicate with partners and resolve conflicts. Additionally it is the hope of the workshop facilitators, that the participants will come away with the desire to utilize and complete the entire module.

WORKSHOP SESSIONS 8

THURSDAY 11/19/2020 | 2:30 PM - 3:30 PM EST

801 - Best B. E. T.s (Basic Essential Tips) for New Trainers (and old) (Part 1)

Paul Needham, TCS Services

Lori Jicha MSW, Hawaii Adult Protective and Community Services

Either as a Pre-Conference Workshop or a Core Workshop focusing on equipping new APS Trainers and Training units -- Best B. E. T.s (Basic Essential Tips) for New Trainers (and old) for New APS Trainers/supervisors wanting to build their training techniques and skills in presentation, transfer of learning, technical aides, and practical aides on any subject matter, lecture, discussion, Co-trained by three very experienced trainers/facilitators, numerous interactive exercises and demonstrations of classroom tools will be utilized. This workshop will be short on lecture and long on discussion, demonstration and interactive exercise. It is an introduction to some basic training adult learning theory and Transfer of Learning (TOL) and will quickly transition into providing some of the best quick tips learned over the past 20 years by three professional SME's (Subject Mater Experts in Abuse and Domestic Violence) who have become professional trainers in their field of Adult Protective Services. This work shop is an essential workshop for new APS trainers/supervisors. Experienced trainers, knowledgeable in the areas of Transfer of Learning and Adult Learning Theory may get a few tips or reminders, but certainly would already know much of what is being presented, albeit it in possibly a new way.

802 - Nevada's APS Quality Assurance Program Process

Robin Tejada, APS State of Nevada

Stephanie Schneider, APS State of Nevada

Tammy Sever, APS State of Nevada

In this workshop, Nevada will discuss their Quality Assurance (QA) program process, steps taken, the lessons learned and how to use

data collected into actionable steps. The APS and QA teams continue to use many of the Administration for Community Living Voluntary Consensus Guidelines for State Adult Protective Services Systems. These guidelines have provided Nevada APS with a core set of principles and common expectations to assist with consistency in policy and practice for APS programs nationwide. The APS and QA teams elected to use two key elements addressed within the voluntary guidelines: Case Review-Supervisory Process and Case Worker Initial and Ongoing Training. These guidelines were used to create a Case File Review Form and Instructions to be used as a tool for the Quality Assurance Team to identify areas mastered, address areas in need of improvement, as well as to ensure quality services are provided across the state. The Case File Review Form is a tool for supervisors to train new and ongoing staff in areas of proficiency and deficiency. The form is also used to identify areas where policy and procedure may need to be updated or changed within the program. Nevada's APS QA team has used data collected from the CFR process and the Nevada APS database into meaningful action steps. Recommendations will be provided.

803 - Working Together While Honoring Privacy: Information Sharing & Confidentiality in APS

Hilary Dalin, Administration for Community Living

Elizabeth J. Petruy, MPA, Administration for Community Living

Shelly L. Jackson, Ph.D., US Dep't of Justice

Join staff from the Administration for Community Living's Office of Elder Justice and Adult Protective Services and the Department of Justice's Elder Justice Initiative for an interactive workshop exploring the essentials on information sharing and confidentiality to inform how to collaborate effectively, while honoring your clients' confidentiality, and adhering to state and federal law, rules and guidance. The speakers will dive deep into the fundamentals of what's required to frame an interactive discussion about strategies for working with law enforcement, criminal justice, mental health, domestic violence, the medical community and multi-disciplinary teams and beyond, while maintaining your requirement to safeguard a client's personal information and your relationship with other professionals. Issues of consent and state and federal confidentiality laws will be discussed.

804 - HelpVul: The Online Platform for Multi-Disciplinary Financial Exploitation Interventions

Geoff Rogers, The Brookdale Center for Healthy Aging

Sally Reisch, The Brookdale Center for Healthy Aging

Financial exploitation (FE) is one of the most common forms of elder abuse. Intervention and mitigation present challenges. Victims of FE rarely self-report due to stigma and shame. Financial records are difficult to obtain, diminishing the timeliness and effectiveness intervention and prosecution. The federal government has recognized the importance of empowering financial institutions (FIs) to protect their clients by reporting suspected financial exploitation. The Senior Safe Act empowers financial institutions to share client information, including records, when financial exploitation is suspected, and, the act protects FIs from liability in the case of potential privacy agreement violations. In order to receive immunity under the Act, employees must be trained on how to identify and report suspected financial exploitation. In 2018 the Department of Justice/Office for Victims of Crime funded a two-year project to develop and pilot a unified, online reporting system for suspected financial exploitation called HelpVul. The project team is a multi-

disciplinary: Brookdale Center for Healthy Aging of Hunter College, EverSafe.com, the Securities Industry and Financial Markets Association (SIFMA), the National Adult Protective Services Association (NAPSA), and the University of Texas, McGovern Medical School of UTHealth. HelpVul, went live in November 2019 and is now being piloted in Missouri, North Carolina, Montana, and San Francisco. HelpVul is a significant advance in the field of elder justice. The website empowers financial institutions to report suspected elder abuse directly to Adult Protective Services and/or State Securities Regulators using a unified, remote-access form. Secure file-sharing and forensic accounting help stakeholders stay connected throughout the lifetime of a case. The development of this platform establishes a consistent structure for multi-disciplinary collaborative interventions across agencies with the goal of providing vulnerable and/or older adults with more timely interventions to identify and prevent financial abuse. In this workshop, we devote time to talking about the challenges that we encountered in the development of HelpVul. In particular, the process that we undertook to create a meaningful evaluation of project. We would also like to engage the workshop participant in a discussion about the challenges of identifying, investigating, intervening and mitigating financial exploitation of vulnerable adults.

805 - Take Action: 7 Steps to Improve Your Financial Future

Lara Hinz, Women's Institute for a Secure Retirement (WISER)

Linda K. Stone, Society of Actuaries and WISER Senior Fellow

This workshop on risk assessment in APS will be a shortened demonstration version for the "Risk Assessment" No matter where you are on your career path, there are actions you can take to prepare yourself for a more financially secure retirement. Women especially face unique challenges in life that put them at greater financial risk, including longevity, lower lifetime earnings, and time out from the paid workforce for caregiving. This workshop will highlight specific steps and actions that you can take at every stage of your life, whether you have been saving since you first started working or have gotten a late start due to other financial commitments. Small steps can have a big impact over the years, and actions you take now can help you navigate the unexpected along the way. Financial decisions and choices that women need to make will be discussed, and checklists for every life stage will be reviewed to help you develop your own action plan.

806 - Geriatrics, Financial Exploitation and Implementing Evidence Based Tools into the APS Investigation (Part 2)

Peter A. Lichtenberg, Wayne State University

Marie Shipp, LLMSW, Department of Health and Human Services, State of Michigan

Introduction: We will break up our workshop into three areas: (1) An Examination of common geriatric syndromes (50 minutes); (2) A review of the six domains of financial exploitation and vulnerability to exploitation (25 minutes) and (3) A description of the evidence based tools being used in APS financial exploitation investigations in Michigan, and an examination of the steps involved in successfully implementing evidence based tools into the APS financial exploitation investigation (90 minutes). Geriatric Syndromes: Since many APS workers have a background in child or domestic violence services and less of one in geriatrics we begin our workshop by examining three core geriatric syndromes dementia, depression and frailty. These syndromes, common in many clients for whom an APS finan-

of the decision making scales and their reliability and validity. During the past two years the implementation of online training and certification and use of the scales has been ongoing. We will introduce the two scales—a 10 item scale to be used with clients and a 14 item scale to be used with third parties including family and friends, and describe the research findings with the scales and how they meet the evidence based criteria. We will then discuss our steps in implementation, describing the steps we have taken, the importance of bi-directional communication, the improvements and additional materials we created to enhance implementation and the empirical results of hundreds of APS workers trained and certified and nearly 1,000 scales administered in a 20 month period. Finally, we will introduce our website <https://olderadultnestegg.com> which houses online accounts, training and certification at no charge to the APS professionals.

807- QA the Texas Way: Assessing Quality in APS Casework

Michael S. Roberts, Texas Department of Family and Protective Services

APS management can't check everything a caseworker does in a case. Unless they shadow caseworkers on case-related tasks, managers rely on the observations and documentation of their staff. Managers extend a level of trust to caseworkers to perform their jobs up to the standards outlined in law, policy, and management expectations. But as the Russian proverb made famous by President Ronald Reagan goes, "Trust but verify." Quality assurance programs evaluate closed cases and then provide feedback and insight into how APS is functioning. This workshop examines the Texas APS quality assurance program, how Texas APS uses qualitative and quantitative data, and lessons learned from performing quality assurance functions.

808- Partnering Solutions for Financial Exploitation

*Lisa Bleier, SIFMA
Jilene Gunther, AARP*

We will cover partnerships between broker-dealers and AARP, as well as partnerships with NAPSA, that has led to new training for broker-dealers on financial exploitation, as well as new ways to ensure APS and broker-dealers can work together through single portal reporting, and new forms for collecting relevant banking information.

809 - The Impact of Covid-19 on APS Programs: Research by the APS Technical Assistance Resource Center

*Karl Urban, WRMA, Inc.
Stephanie Whittier Eliason, Administration for Community Living*

The Adult Protective Services Technical Assistance Resource Center recently conducted a research project on behalf of the Administration for Community Living (ACL) on Covid-19 and APS programs. Covid has caused a major disruption in APS service, from changes in workload to changes in policy and practice. This workshop will report on research conducted by the APS Technical Assistance Resource Center on the impact across state programs, how they responded, and any lessons learned. Using structured interviews, a national survey, and focus groups, the study gathered information from states on the impact of Covid on program performance, personnel, policy, practice, and preparedness, with a focus on lessons learned to improve services. Key questions included: 1) what was

the impact on workload and the types of maltreatment investigations; 2) what stresses did the changes bring on staff and how did programs address these stresses; 3) what changes in policy and practice – such as eliminated or reduced face-to-face visits --- did programs make; and 4) how prepared were programs and how would they improve their emergency preparedness plans? Staff from ACL and the research team will present results of the research.

WORKSHOP SESSIONS 9

THURSDAY 11/19/2020 | 3:45 PM - 4:45 PM EST

901- Best B. E. T.s (Basic Essential Tips) for New Trainers (and old) (Part 2)

*Paul Needham, TCS Services
Lori Jicha MSW, Hawaii Adult Protective and Community Services*

Either as a Pre-Conference Workshop or a Core Workshop focusing on equipping new APS Trainers and Training units -- Best B. E. T.s (Basic Essential Tips) for New Trainers (and old) for New APS Trainers/supervisors wanting to build their training techniques and skills in presentation, transfer of learning, technical aides, and practical aides on any subject matter, lecture, discussion, Co-trained by three very experienced trainers/facilitators, numerous interactive exercises and demonstrations of classroom tools will be utilized. This workshop will be short on lecture and long on discussion, demonstration and interactive exercise. It is an introduction to some basic training adult learning theory and Transfer of Learning (TOL) and will quickly transitioning into providing some of the best quick tips learned over the past 20 years by three professional SME's (Subject Matter Experts in Abuse and Domestic Violence) who have become professional trainers in their field of Adult Protective Services. This workshop is an essential workshop for new APS trainers/supervisors. Experienced trainers, knowledgeable in the areas of Transfer of Learning and Adult Learning Theory may get a few tips or reminders, but certainly would already know much of what is being presented, albeit it in possibly a new way.

902- APS TARC Listening Session

*Karl Urban, APS TARC
Andrew Capehart, APS TARC
Elizabeth J. Petruy, MPA, Administration for Community Living
Mary Twomey, MSW, APS TARC*

Join staff from the APS Technical Assistance Resource Center (APS TARC) and the Administration for Community Living (ACL) for an interactive listening session. This workshop will provide participants with the opportunity to learn more about the work of the TARC and to offer suggestions for future focus areas, and the methods for delivering information and technical assistance.

903 - Practical Ethics for APS

Christopher Dubble, Temple University Harrisburg

This training is developed for professionals working with older adults and adults with disabilities. These professionals routinely face ethical issues and dilemmas in their daily work. This workshop addresses ethical practice and policy decisions by using teaching methodologies and content that take ethics from the dry theoretical to rich applications for all of professionals. These decisions can range from concerns about whether to accept a gift that doesn't have significant monetary value to deciding whether to leave someone at risk out of respect for their right to make autonomous decisions. Everyone, from new to seasoned professionals, will find information in this training that will apply to their everyday work.

904- PREVENT Hoarding in Communities: A Team Approach to Keeping Our Community Safe

Cassie Caple, Area Agency on Aging of Western Michigan

Kate Wert, Moxie Life Organizing

Emily Pierce, Adult Protective Services

Cutting edge research estimates 2-4% of the population exhibits hoarding behavior and increases with age, with 6% of individuals 60 years and older displaying hoarding behaviors. The number of seniors living in unsafe and unsanitary living conditions is increasing as the senior population continues to grow. The impact of hoarding on the health and safety of individuals and the community is significant. Hoarding is often categorized as self-neglect with the individual not meeting the minimum standard of health and safety of the home causing health issues to develop or worsen. With large amounts of clutter in the home, the risk for a fire to develop also increases, not only putting the residents' home at risk but also the surrounding neighbors and the emergency responders who may be unaware of the home conditions and respond with inadequate resources. As members of the Grand Rapids Area Hoarding Taskforce, the presenters in this workshop will share best practice intervention methods to address hoarding behaviors. Attendees can also expect to gain an understanding of the need for a communal response to this complex mental health disorder and an understanding of effective community intervention models to address hoarding in Kent County including The Grand Rapids Area Hoarding Task Force, Prevent Elder and Vulnerable Adult Abuse, Exploitation, Neglect Today (PREVENT) grant from the Michigan Department of Health and Human Services (MDHHS). The presenters will emphasize the importance of working as a multidisciplinary team highlighting key agency involvement including local Adult Protective Services, emergency responders, code enforcement, and community services that have made for successful hoarding intervention outcomes. Attendees will leave this presentation with a basic understanding of Hoarding Disorder and behaviors, gain tangible skills to offer intervention in their field work, learn how to advocate for a community response to hoarding and be able to identify hoarding-related resources.

905- "Just A Civil Matter": Using Civil Legal Services to Prevent, Stop, and Remedy Elder Abuse

Alison Hirschel, Esq., Michigan Elder Justice Initiative

Nicole Shannon, Esq., Michigan Elder Justice Initiative

Emily Miller, M.A., Esq., Michigan Poverty Law Program Crime Victims Legal Assistance Project

While many people assume criminal prosecution of perpetrators is the primary legal response to elder abuse, civil law focuses on supporting vulnerable adults' choices and preserving or regaining their safety, security, dignity, and autonomy. This workshop will educate participants on the plethora of civil legal remedies that can prevent, stop, or remedy financial exploitation, abuse, and neglect and empower both victims and potential victims. In addition, presenters will discuss models for collaboration with legal services programs that provide free legal assistance. The workshop will also explore challenging issues including safety versus autonomy and confidentiality and capacity.

906- Recognizing, Preventing & Addressing Elder Financial Abuse - Legal Remedies

Kimberly Swierenga, Esq./MBA, Swierenga Law & Mediation

How vulnerable are your clients to financial abuse and exploitation? What scams are they most vulnerable to? What are they being sold and how much are they losing? Who is advising them about their money – is it financial planning or fleecing? How can seniors be protected against financial exploitation and what legal remedies are available to victims? Fraud is often thought to refer to stranger-induced scams such as fake credit card schemes, lottery and prize promotions, and phony investment sales--typically sold through the internet, tele-marketing, or by direct mail. However, most financial abuse and exploitation is committed by "trusted others" – individuals such as relatives, caregivers, fiduciaries, financial planners, insurance agents, and other professionals or advisers who are in close relationships with a vulnerable senior and, therefore, in a position to exploit that relationship. Financial exploitation of seniors is a growing problem; you're in a position to fight back. Come learn how.

907- The Disaster Has Been Declared. First Responders Have Done Their Work. What Is APS' Role?

Maria Greene, APS TARC

Linda Mastandrea, Office of Disability Integration and Coordination

Kathy Morgan, WA State Department of Social and Health Services

Kally Adams, WA State Department of Social and Health Services

A panel of experts will discuss the roles of APS before, during and after a state or federally declared disaster. The complexities of emergency management including their terminology and protocol such as Joint Command will be discussed. APS staff with disaster experiences in their state will share their work on behalf of clients. Join us in learning and discussing how APS and all other entities involved in emergency preparedness and response can work together within the framework of the Whole Community approach.

908– Testifying In Court: Tips From the Prosecutor's Table

Candace Heisler, Heisler and Associates

APS professionals collect information, offer interventions, and sometimes, serve as witnesses in criminal, civil, and administrative proceedings. Testifying can provoke anxiety and uncertainty. Overcoming these concerns requires that APS witnesses from their first actions on the case think about future court proceedings and document effectively. Effectiveness is enhanced when APS witnesses understand the court process, their role in it, case issues, and attorney expectations. This workshop will highlight how APS witnesses

can increase their courtroom competence and professionalism
Note: This workshop is focused on APS workers who testify to their own actions and observations. This workshop will not address issues related to serving as an expert witness.

NETWORKING SESSIONS

MONDAY 11/16/2020 | 5:00 - 6:00 PM EST

- 101 - Northeast 1 Regional Meeting**
- 102 - Northeast 2 Regional Meeting**
- 103 - Central Regional Meeting**
- 104 - Mountain Regional Meeting**
- 105 - Southeast Regional Meeting**
- 106 - Southwest Regional Meeting**
- 107 - West 1 & 2 Regional Meeting**

NETWORKING SESSIONS

TUESDAY 11/17/2020 | 5:00 - 6:00 PM EST

- 201 - Communications Committee**
- 202 - Education Committee**
- 203 - Fundraising Committee**

The Fundraising Committee is always looking for new members with creativity and an eagerness to learn a new skill set that will help them in their own careers and agencies. Committee members will assist in developing NAPSA's fundraising plan and reaching out to sponsors of the annual NAPSA Conference & Financial Exploitation Summit. Brainstorming and bringing new ideas to discuss is an exciting part of this committee. Fundraising experience is not necessary, just a desire to support NAPSA's mission!
- 204 - Membership Committee**

Be the first to see the latest project of the Membership Committee as we preview the "Welcome to NAPSA" Video. Then stay for a discussion on the development of a handout to address that age-old comment faced by many APS staff...'We called APS but they didn't do anything.'

205 - Public Policy Committee

The policy committee is the information arm and conduit to NAPSA's public policy work. A very active membership from all over the country dialogue with our policy experts: Bill Benson, national policy advisor and Kendra Kuehn, national policy analyst on our various advocacy efforts. We will be discussing the latest in our advocacy efforts in regards to the Elder Justice Act reauthorization, Social

Service Block Grant (SSBG) and COVID Relief legislation.

206 - Research Interest Group

Please join the Research to Practice Interest Group for an informal discussion of the newly released National Research Agenda, and enjoy the company of colleagues from APS, research, and other fields. Wine recommendation is "Educated Guess"!

207 - Diversity, Inclusion and Equity Committee

Please join us to learn about NAPSA's new Diversity, Equity, & Inclusion Committee! This committee was formed in order to expand upon NAPSA's mission and strategic plan to specifically address issues related to diversity, equity, and inclusion in APS systems. This group is in the process of forming its goals and objectives and is seeking a Committee Chair. If you have an interest in this area and would like to offer your time and perspectives, please consider stopping in to say hello and ask any questions.

NETWORKING SESSIONS

WEDNESDAY 11/18/2020 | 5:00 - 6:00 PM

301 - Bill Benson's Interview With Author/Subject Matter Expert Lisa Nerenberg

Join this Hot Topic Networking Session to hear Lisa Nerenberg talk about her new book "Elder Justice, Ageism, and Elder Abuse". The book covers the history of elder justice and our desperate need for a national elder justice agenda. In it, Ms. Nerenberg argues for the use of a public health framework to address elder abuse. Intrigued? Join to learn more.

302 - Developing Outcome Measures

Join this Hot Topic Networking Session with two experts- Mary Twomey (New Editions) and Marian Liu (Purdue University)- to talk about the issues that must be considered when trying to develop outcome measures for APS cases. You will have a chance to ask questions and brainstorm the issue with your peers. You may come away with ideas for our own program.

NETWORKING SESSIONS

WEDNESDAY 11/18/2020 | 5:00 - 6:00 PM
(CONTINUED)

303 - Mandated Reporting Q & A

Join this Hot Topic Networking Session for an opportunity to continue the conversation about the pros and cons of mandated reporting. The plenary panel will answer your questions and you can hear the opinions of other attendees.

304 - Why Can't APS Provide National Abuse Numbers?

Join this Hot Topic Networking Session with Kathryn Sapp to discuss how the myriad of divergent state regulations, policies and procedures combine to make it impossible for APS to provide national abuse rates. If you did not know how different APS is across the nation, this session will be eye opening!

305 - The Challenges of APS Work During Covid

Join this Hot Topic Networking Session with Michael Hagenlock to

discuss the COVID issues that keep you awake at night. How can we do a good investigation when we cannot complete a Face to face Interview? How do we combat abuse when clients are socially isolated? How do we maintain the morale of our workers? Bring your concerns to this session and discuss them with your peers.

306 - How To Be An APS Advocate

Ever wish that you had a better understanding of how to be an effective advocate for APS? Join this Hot Topic Networking Session with Iris Freeman to discuss how you can up your game in political advocacy and education. We all need to do our part and this session will allow you to ask the questions you have been wondering about.

307 - Issues Regarding Capacity Assessments

Join this Hot Topic Networking Session with Shelly Jackson to discuss the challenges of obtaining capacity assessments. This group will talk about access to appropriate experts, paying for expert assessments, alternatives when experts are not available and anything else that is raised during the discussion! Bring your questions and concerns for the group.