



National Adult Protective Services Association

2023

YEAR IN REVIEW



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# Letter from NAPSA's LEADERSHIP



JENNIFER SPOERI  
Executive Director



MICHELLE GAYETTE  
President

*Reflecting on 2023, we continued to work hard to provide information, training and advocacy to the APS field across the country and in the territories. As the CRSA and ARPA funding (provided by the Administration for Community Living) winds down, we must be even more fierce with our advocacy and educating the general public and legislature about the importance of APS.. We at NAPSA realize that sustained funding is the highest priority as the complexity of cases and the number of APS reports continue to rise each year.*

*NAPSA's 2023 accomplishments are highlighted in this Year in Review and we hope you enjoy the annual lookback. We couldn't have done it without membership support, the work of our Board of Directors, the Regional Representative Advisory Board (RRAB), the Financial Exploitation Advisory Board (FEAB), and the NAPSA Committees.*

*As we enter 2024, we are looking forward to the future of APS and the acknowledgment of the exceptional work APS programs do each and every day. We are excited to see what 2024 holds for APS!*

*Michelle Gayette*

*Jennifer Spoer*

# ACL NPRM & GOLD STANDARD MEETINGS

2 NAPSA



The Administration for Community Living (ACL) proposed federal APS regulations in September 2023. These regulations would establish first ever regulations for APS programs consistent with the Elder Justice Act passed in 2010.

In preparation for proposed APS federal regulations, NAPSA has held "Gold Standard" calls since March 2023. APS professionals have met for almost a year to discuss a plan for developing our response and then a few groups reviewed the **Voluntary Consensus Guidelines** to walk through and discuss what the "Gold Standard" for that activity would be, and what that would cost to achieve. This work will continue in 2024 until NAPSA has a consensus regarding the agreed upon standards and the associated cost to programs nationwide.

## THE U.S. ADMINISTRATION FOR COMMUNITY LIVING HAS ISSUED PROPOSED RULES FOR APS:

This proposal has a significant impact on programs across the country including access to APS formula grant funding.

We appreciate the critical comment submissions from APS and allied organizations. Comments are public and you can view them at [Regulations.gov](https://www.regulations.gov/docket/ACL-2023-0002) (<https://www.regulations.gov/docket/ACL-2023-0002>).

NAPSA appreciates the input from members on comments. You can review NAPSA's submitted comments [here](#).

# NATIONAL APS TRAINING CENTER

NAPSA continued to administer the [\*\*National Adult Protective Services Training Center\*\*](#), or NATC, in 2023.

The NATC is a project administered by NAPSA and funded by the Administration for Community Living. The NATC provides 24 free self-paced eLearning courses for APS professionals throughout the United States. By the end of 2023, the NATC had over 4500 users who took over 25,000 courses.

NAPSA's goal through the NATC is to support APS professionals in all states and territories and help move the field forward through education.



**NAPSA's Disability Inclusion in APS Interest Group met throughout 2023 and developed a Mission Statement and four focused priority areas:**

People with disabilities (PWD) will lead and inform the Adult Protective Services field on how to positively impact the lives of persons with disabilities who experience abuse, neglect, and/or exploitation.

**Priority areas:**

- 1.) Education for field of APS
- 2) Empower people with disabilities to SHINE THEIR LIGHT
- 3) Outreach to PWD regarding access to APS
- 4) Policy/funding



2023

# MONTHLY NATIONAL SCAM ADVICE FORUMS

Debbie Deem, a retired Victim Specialist for the FBI, and Steve Baker, who is retired from the FTC and now writing scam studies for the Better Business Bureau continue to host Monthly Scam Advice Forums. Both are recognized nationally as experts in how scams operate. Debbie also brings decades of experience in working one on one with victims.

These forums have covered investment fraud, cyber crimes, identity theft, COVID-19 scams, lottery/sweepstakes, online romance scams, grandparent, tech support, the use of victims as money mules, and government imposter scams pretending to be the IRS, Social Security or government grant opportunities.





2023

# WORLD ELDER ABUSE AWARENESS DAY



World Elder Abuse Awareness Day (WEAAD) was created in 2006 and held at the United Nations. To mark the 10th anniversary of WEAAD, NAPSA was asked to convene the WEAAD Global Summit and bring together international policy makers, APS workers, advocates, financial service institutions, media, social services organizations, and individuals from all over the world to address this growing global issue. Since 2016, NAPSA has been honored to host this annual event and in 2022 almost 1,000 viewers from the United States, Canada, South Korea, Brazil and Gambia joined us for The World Elder Awareness Day Seventh Global Summit live via webcast.

2023

# WEAAD AGENDA

## Welcome & Opening Remarks

**Betty F. Marks**, WEAAD Global Summit Chair,  
Financial Exploitation Advisory Board Chair

## Special Appearances:

**Representative Suzanne Bonamici** (D-OR)  
**Representative Byron Donalds** (R-FL)  
**Representative Wiley Nickel** (D-NC)

## KEYNOTE ADDRESS: How Much Do We Compromise our Autonomy & Self-Determination When Financial Exploitation is a Concern?

**Silvia Perel-Levin**, INPEA representative to the UN and Chair, Subcommittee on Human Rights, NGO Committee on Ageing Geneva

## Creating Partnerships in Fighting Financial Exploitation

**Liz Loewy**, Co-Founder & COO, EverSafe—HelpVul

## Training SSA's 70,000+ Employees on Financial Exploitation

**Karey Johnson**, Social Security Administration, Office of Program Integrity, Division Director

## How Artificial Intelligence May Impact Prevention of Financial Exploitation

**V. Darius Kingsley**, JPMorgan Chase  
**Lisa Bleier**, SIFMA

## Compromising to Fight Elder Financial Abuse

**Ron Long**, Principal, Long Life Consulting, 32 years in Financial Services (12 years with elder focus)

Hosted by SIFMA at the State Capitol Washington DC



## THANK YOU SPONSORS:

JPMORGAN CHASE & CO.





## 2023 NAPSA CONFERENCE A **HUGE** SUCCESS!

### **PARTNERS & HOSTS:**



**Executive Office  
of Elder Affairs**



*The Commonwealth of Massachusetts  
Disabled Persons Protection Commission*

The 34th Annual NAPSA Conference was a huge success! The Disabled Persons Protection Commission (DPPC) and the Executive Office of Elder Affairs (EOEA) of Massachusetts co-hosted the largest NAPSA Conference to date with over 1300 APS professionals and allied professionals convening in the Omni Boston Hotel at the Seaport.

Over 3 days, more than 150 workshops took place along with various receptions, countless networking activities and our 2023 Awards Luncheon. In addition to the Massachusetts State Police Honor Guard (complete with bagpipes) another special event was the Boston Red Sox game where APS professionals were recognized on the jumbotron at various points during the game.

**2023**

# NAPSA AWARD WINNERS



**Collaboration Award**

Jennifer Oakes



**Spirit of NAPSA Award**

Jeffrey Limbaugh



**President's Award**

Esperanza Lucero



**Rosalie Wolf Award**

Georgia Anetzberger



**Joanne Otto Award**

Jamie Saviano



**Barbara McGinity Award**

Pat McGinnis

## THANK YOU TO OUR 2023 LEADING SPONSOR:



## PREMIER SPONSORS:



## GOLD SPONSOR:



## SILVER SPONSORS

- APS Training Consultants
- MA Senior Medicare Patrol
- Diona
- Northwoods
- Eide Bailly LLP
- Roeing IT Solutions
- FraudFindr.com
- Wellsky

## EXHIBITORS:

- Office for Older Americans – Consumer Financial Protection Bureau
- Department of Justice's Money Laundering And Asset Recovery Section
- National APS Training Center
- National Guardianship Association
- Peer Support Leaders Network
- Public Consulting Group
- RedMane Technology



### **Gold Sponsors:**



# **2023 14<sup>TH</sup> ANNUAL NATIONAL ELDER FINANCIAL EXPLOITATION SUMMIT**

## **All In This Together**

### ***Supporters:***

**American Riviera Bank**

**EverSafe**

**John Migliaccio, Maturity Mark Services  
Co. LLC**

2023 14<sup>TH</sup> ANNUAL

# NATIONAL ELDER FINANCIAL EXPLOITATION SUMMIT

## Welcome and Introductions

### Betty F. Marks

Financial Exploitation Advisory Board  
Chair, EFE Summit Chair

### Keynote

### Debra Whitman

EVP & Chief Public Policy Officer, AARP  
with **Jilene Gunther** – Director,  
BankSafe, AARP

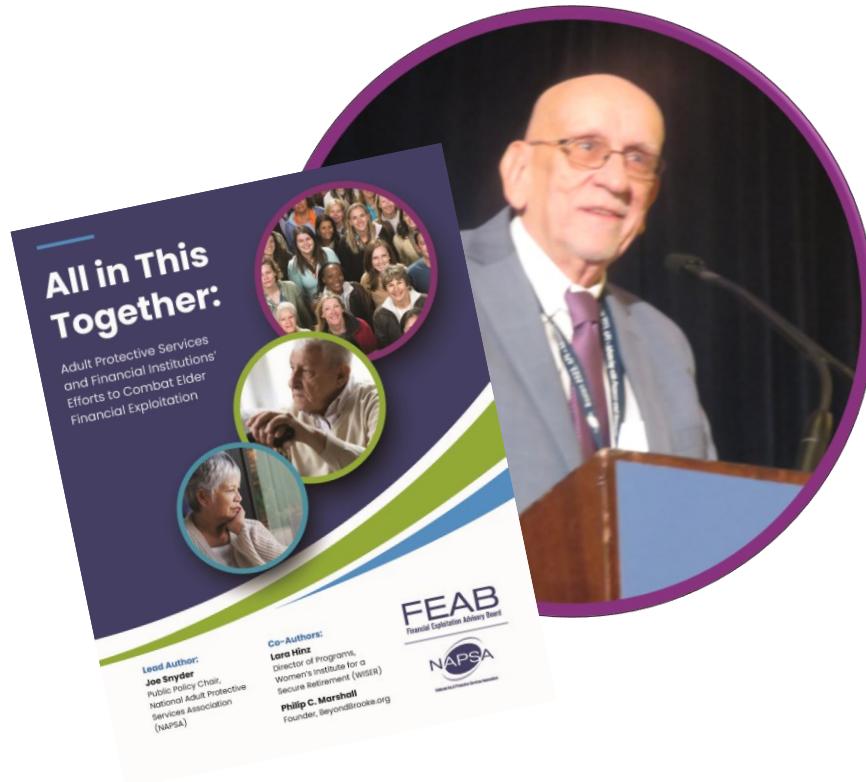
## New Initiatives at NAPSA/FEAB

### HelpVul: Marin Gibson

SIFMA, Managing Director & Associate  
General Counsel for State  
Government Affairs

### Legislation: Model Act for Financial Records to APS – Liz Loewy

HelpVul & COO, EverSafe



### All in This Together: Adult Protective Services and Financial Institutions' Efforts to Combat Elder Financial Exploitation

#### Joe Snyder

Overview of FEAB white paper released June 2, 2023

## How Much Do We Compromise our Autonomy and Self-Determination When Financial Exploitation is a Concern?

### Silvia Perel-Levin

Main representative of INPEA to the UN in Geneva; Chair of the subcommittee on the human rights of older persons and Past Chair of the Geneva NGO Committee on Ageing; Chair of the Programme Committee of *Independent Ageing 2023*

### Ron Long

Principal – Long Life Consultant, 32 years  
Financial Services including over 12 years with  
elder financial focus

### Barbara McGinity Service Award

Pat McGinnis



**2023**

# FINANCIAL EXPLOITATION ADVISORY BOARD (FEAB) MEMBERS

**Betty F. Marks, Chairperson**, World Elder Awareness Day Global Summit; Chairperson, FEAB

**Jennifer Spoeri**, Executive Director, NAPSA

**Bill Benson**, National Policy Advisor, NAPSA; Principal, Health Benefits ABCs

**Lisa Bleier**, SIFMA, Head-Wealth Management, Retirement and State Government Relations

**Lara Hinz**, Director of Programs, Women's Institute for a Secure Retirement (WISER)

**Dr. Jason Karlawish**, Director, UPenn Healthy Brain Center; Co-Director & Attending Physician Penn Memory Center

**Christine Kieffer**, Senior Director, FINRA Investor Education Foundation

**Judith Kozlowski**, Consultant

**Sam Kunjukunju**, Senior Director, Bank Community Engagement, ABA Foundation

**Liz Loewy**, Co-Founder & COO, EverSafe

**Philip C. Marshall**, Founder, Beyond Brooke

**Dr. John Migliaccio**, PhD, RFG, FGSA, President, Maturity Mark Services Co.

**Kathleen Quinn**, Retired Board President & Executive Director, NAPSA

**Richard Szuch**, NASAA

**John Skoglund**, Consultant

**Joe Snyder**, Elder Financial Exploitation Consultant

**Laurel Sykes**, Executive Vice President, Chief Risk Officer for American Riviera Bank



## **COMMITTEE CHAIRS**

**Carol Dayton**, Research to Practice Interest Group (OH)

**Cynthia Farrell**, Development (MI)

**Betty Malks**, Financial Exploitation Advisory Board (CA)

**Paul Needham**, Education (OK)

**Angela Rosato**, Development & Regional Representative Advisory Board (CA)

**Katina Simmons**, Membership (NC)

**Joe Snyder**, Public Policy (PA)

**Terrence Vaughn**, Diversity, Equity, and Inclusion (MO)

**Stefanie Woodard**, Ethics (CO)

## **AT-LARGE BOARD MEMBERS**

**Paul Greenwood**, Criminal Justice (CA)

**Iris Freeman**, Elder Justice (MN)

**Mariah Freark**, Adult Protection & Justice (MA)

**Marian Liu**, (IN)



## **OFFICERS**

**Michelle Gayette**, President (ND)

**Sharee Rines**, Past President (GA)

**Akiles Ceron**, Secretary (CA)

**Kez Wold**, Incoming President (TX)

**Alexandria Brown**, Treasurer (ND)

# **NAPSA BOARD OF DIRECTORS**

# NAPSA STAFF

**Executive Director:** Jennifer Spoeri  
**Chief Financial Officer:** Michael Hagenlock  
**Administrative Assistant:** Esther Thorpe  
**Development & Event Manager:** Tamesha Squire  
**NATC Director:** Chris Dubble



## **REGIONAL REPRESENTATIVE ADVISORY BOARD**

### **NE I**

Rachel Lakin (NH)  
Nancy Alterio (MA)

### **NE II**

Alan Lawitz (NY)  
Sheila Jones (DC)  
Mario Wawrzusin (MD)

### **Southeast**

Cathy Bahadur (GA)  
Renee Bouchillon (TN)

### **Central**

Carmen Castaneda (MN)  
Heidi Turner-Stone (OH)

### **Mountain**

Cassie Lindquist (SD)  
Chrisy Khatib (KS)

### **Southwest**

Cathy Wood (OK)  
Kez Wold (TX)

### **West 1**

Angela Rosato (CA)  
Cornelius Patrick (HI)

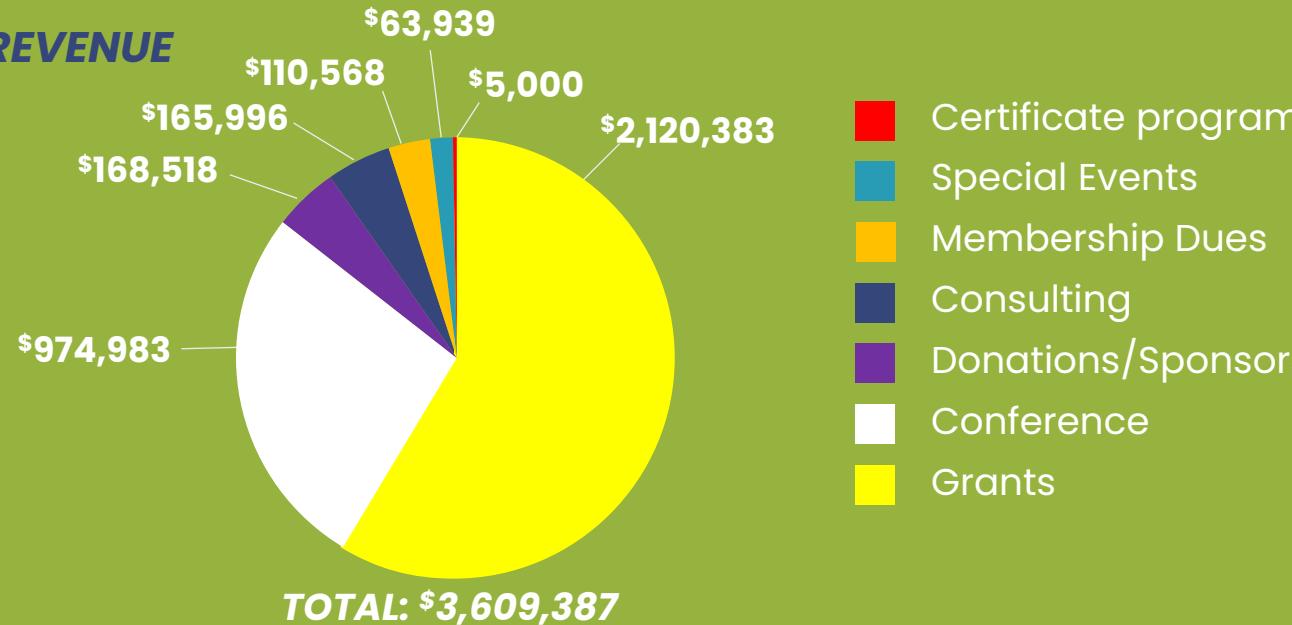
### **West II**

Sandra Jenkins (AK)  
Robin Tejada (NV)

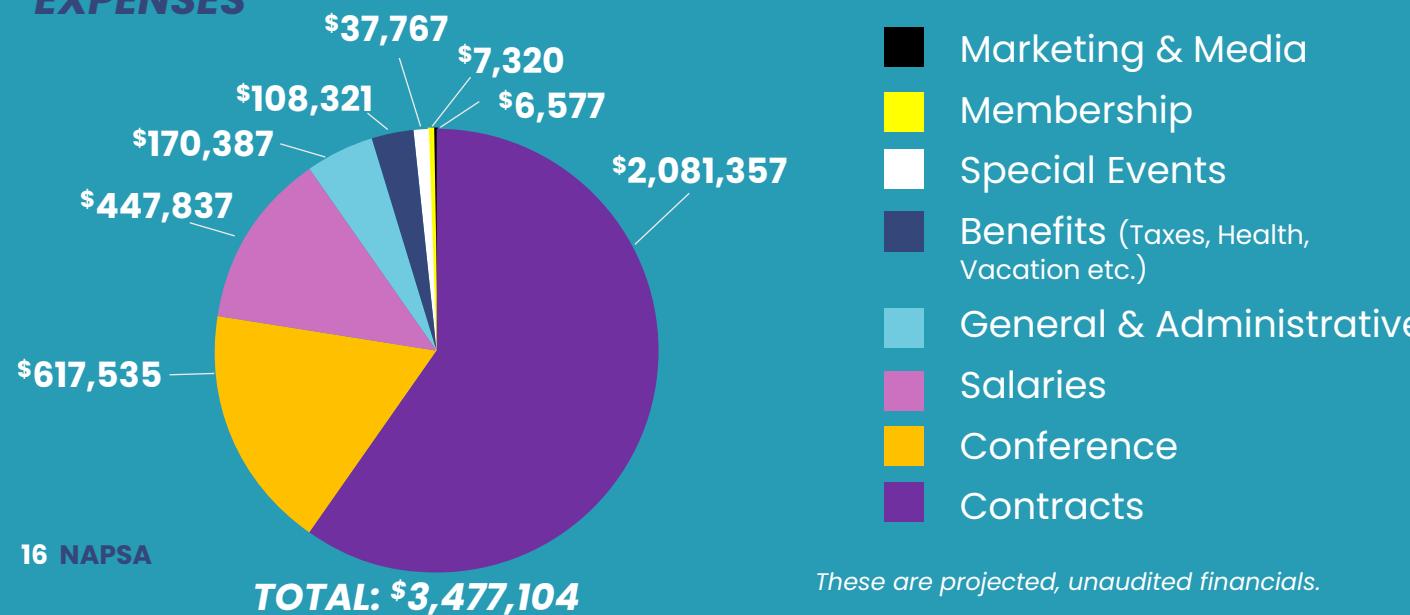
**NATC Lead Instructional Designer:** Katie Wilson  
**NATC Instructional Designer:** Kelly Wood  
**NATC Project Manager:** Dominique Jackson  
**Bill Benson:** National Policy Advisor  
**Kendra Kuehn:** Policy Analyst

## 2023 FINANCIAL OVERVIEW

### REVENUE



### EXPENSES



THE FOLLOWING GENEROUS DONORS  
SUPPORTED NAPSA IN 2022

# THANK YOU!

Alice Hayes ★

Iris Freeman ★

Crystal Hamm ★

Joe Snyder ★

Kevin Bigelow ★

Karen Gottemeier

Lori Delagrammatikas ★

Keith Adams

Kathleen Quinn ★

Kelly & Bob O'Neill

Zachary Gassoumis ★

Marian Liu

Carol Dayton ★

Michael Hagenlock

Chris Dubble

Noble Ramgoolam

Cynthia Farrell

V. Wensley Koch ★

Eric Bluebaugh ★

★ Denotes Major Contributors

SAVE THE  
DATE

2024 NAPSA CONFERENCE  
SEPT. 16-19  
Albuquerque, NM

A city-wide conference  
based at the Albuquerque  
Convention Center



NAPSA

National Adult Protective Services Association





NAPSA

*napsa-now.org*