



National Adult Protective Services Association

2023

YEAR IN REVIEW

Table of CONTENTS

Letter from NAPSA Leadership	1
ACL NPRM & Gold Standard Meetings	2
National APS Training Center	3
Disability Inclusion	4
Monthly National Scam Advice Forums	5
World Elder Abuse Awareness Day	6
2023 NAPSA Conference	8
2023 Elder Financial Exploitation Summit	11
FEAB Board Members	13
NAPSA Board of Directors	14
NAPSA Staff and Regional Representative Board	15
Financial Supporters & Overview	16
Save the Date 2024 Conference	17



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 Spoeri*

ACL NPRM & GOLD STANDARD MEETINGS



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>

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.

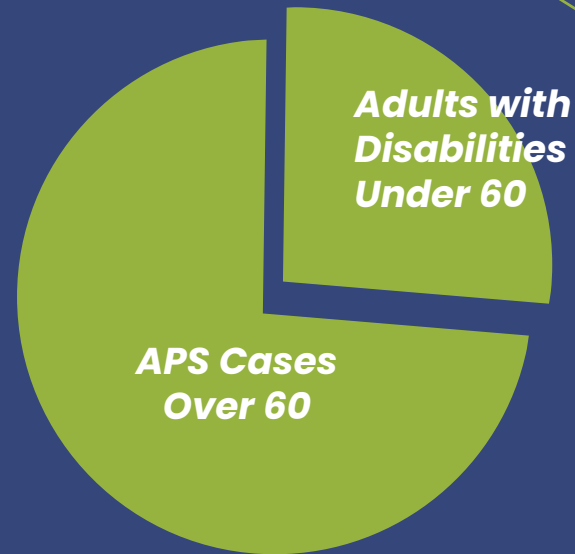


NAPSA's Disability Inclusion in APS Interest Group met throughout 2023 and developed a Mission Statement and four focused priority areas:

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



**Adults with
Disabilities
Under 60**

**APS Cases
Over 60**

DISABILITY INCLUSION

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. Malks, 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.



new balance

0-3
2-3
2-3
0-2
0-1
0-2
0-2
0-2
0-1

**THE RED SOX WELCOME
2023 NAPSA CONFERENCE
APS MEMBERS TO FENWAY**

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
CONFERENCE**

**A HUGE
SUCCESS!**

2023

NAPSA AWARD WINNERS



Rosalie Wolf Award

Georgia Anetzberger



Joanne Otto Award

Jamie Saviano



Collaboration Award

Jennifer Oakes



Spirit of NAPSA Award

Jeffrey Limbaugh



President's Award

Esperanza Lucero



Barbara McGinity Award

Pat McGinnis

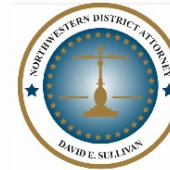
THANK YOU TO OUR 2023 LEADING SPONSOR:



PREMIER SPONSORS:



MICHAEL W. MORRISSEY
NORFOLK DISTRICT ATTORNEY



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



2023 14TH ANNUAL

NATIONAL ELDER FINANCIAL EXPLOITATION SUMMIT

All In This Together

Gold Sponsors:



Supporters:

American Riviera Bank

EverSafe

John Migliaccio, Maturity Mark Services
Co. LLC

2023 14TH ANNUAL

NATIONAL ELDER FINANCIAL EXPLOITATION SUMMIT

Welcome and Introductions

Betty F. Malks

Financial Exploitation Advisory Board
Chair, EFE Summit Chair

Keynote

Debra Whitman

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

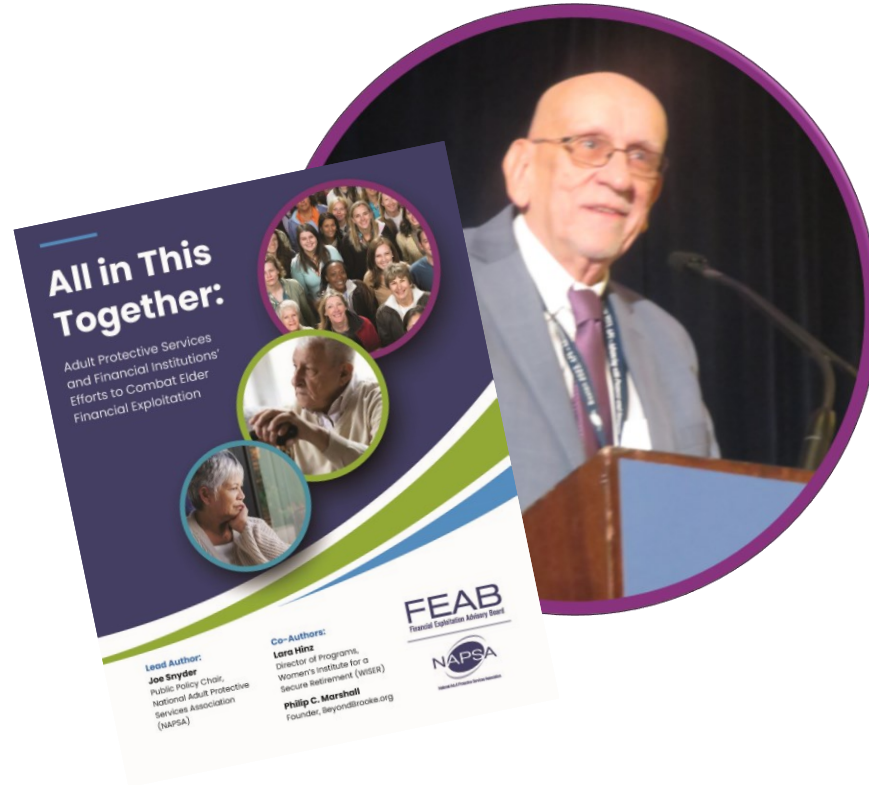
New Initiatives at NAPSA/FEAB

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. Malks, 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



REGIONAL REPRESENTATIVE ADVISORY BOARD

NE I

Rachel Lakin (NH)
Nancy Alterio (MA)

Mountain

Cassie Lindquist (SD)
Chrisy Khatib (KS)

NE II

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

Southwest

Cathy Wood (OK)
Kez Wold (TX)

Southeast

Cathy Bahadur (GA)
Renee Bouchillon (TN)

West 1

Angela Rosato (CA)
Cornelius Patrick (HI)

Central

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

West II

Sandra Jenkins (AK)
Robin Tejada (NV)

NAPSA STAFF

Executive Director: Jennifer Spoeri

Chief Financial Officer: Michael Hagenlock

Administrative Assistant: Esther Thorpe

Development & Event Manager: Tamesha Squire

NATC Director: Chris Dubble

NATC Lead Instructional Designer: Katie Wilson

NATC Instructional Designer: Kelly Wood

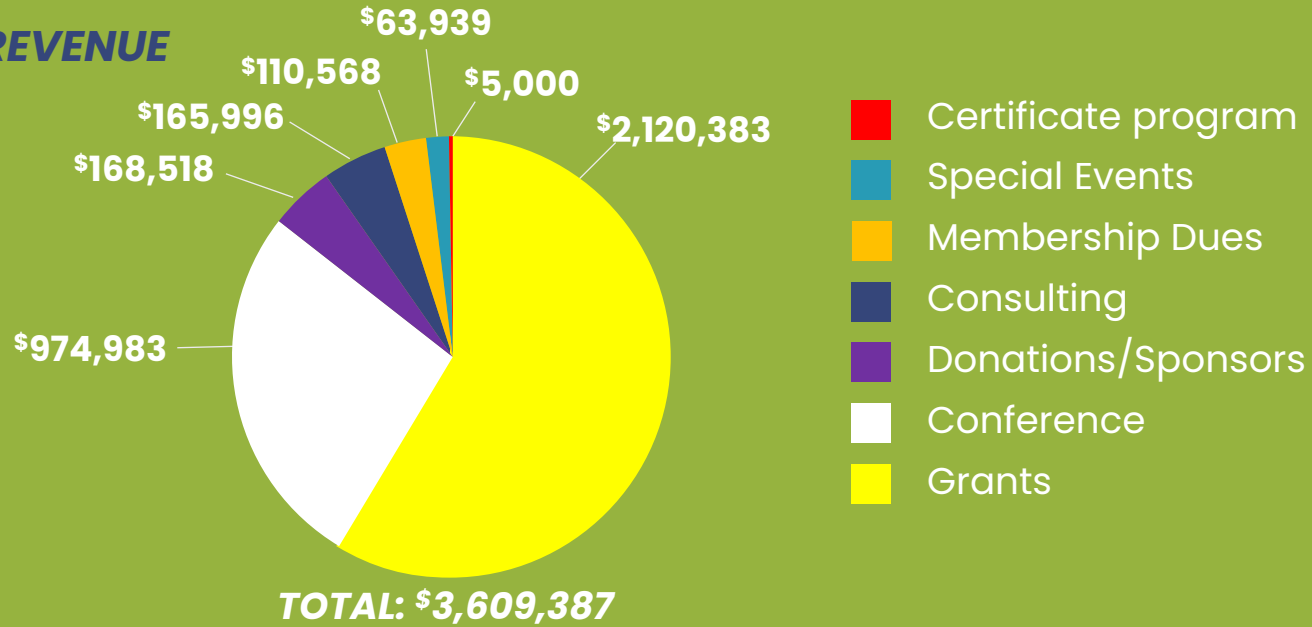
NATC Project Manager: Dominique Jackson

Bill Benson: National Policy Advisor

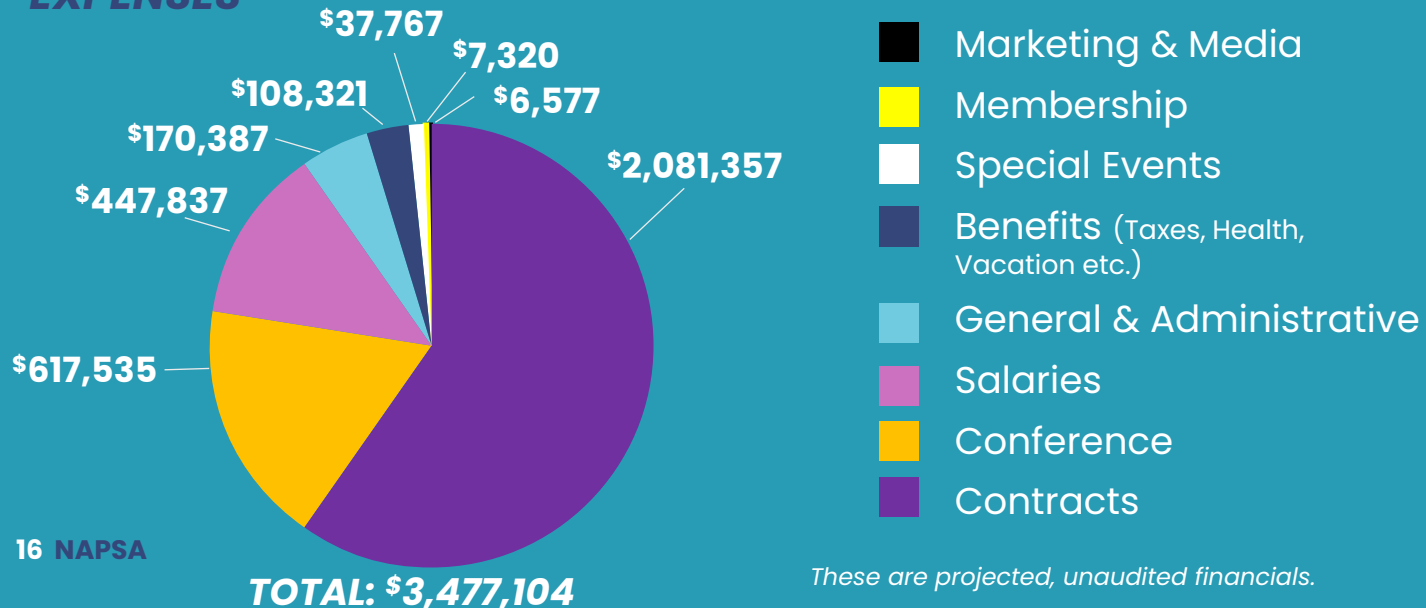
Kendra Kuehn: Policy Analyst

2023 FINANCIAL OVERVIEW

REVENUE



EXPENSES



16 NAPSA

These are projected, unaudited financials.

**THE FOLLOWING GENEROUS DONORS
SUPPORTED NAPSA IN 2022**

THANK YOU!

Alice Hayes ★

Crystal Hamm ★

Kevin Bigelow ★

Lori Delagrammatikas ★

Kathleen Quinn ★

Zachary Gassoumis ★

Carol Dayton ★

Chris Dubble

Cynthia Farrell

Eric Bluebaugh ★

Iris Freeman ★

Joe Snyder ★

Karen Gottemeier

Keith Adams

Kelly & Bob O'Neill

Marian Liu

Michael Hagenlock

Noble Ramgoolam

V. Wensley Koch ★

★ Denotes Major Contributors

SAVE THE DATE

2024 NAPSA CONFERENCE

SEPT. 16-19

Albuquerque, NM

NAPSA

National Adult Protective Services Association

**A city-wide conference
based at the Albuquerque
Convention Center**





NAPSA

napsa-now.org