



2025  
**YEAR IN  
REVIEW**



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# Letter from NAPSA's LEADERSHIP



JENNIFER SPOERI  
Executive Director



KEZELI WOLD  
President

Dear NAPSA Members and Partners,

As we close out 2025 and look ahead to 2026, we want to express my sincere appreciation for your continued commitment to strengthening Adult Protective Services nationwide. This year, our shared efforts deepened NAPSA's impact, expanded vital training opportunities, increased member engagement, and elevated the visibility of APS across the country.

These accomplishments are a direct reflection of the dedication, collaboration, and passion within this community. Thank you for the work you do every day and for your partnership in advancing our mission.

We are grateful for your support, and we look forward to continuing this important work together in the year ahead.

With appreciation,

A handwritten signature in blue ink that reads "Jennifer Spoeri".

NAPSA Executive Director

A handwritten signature in blue ink that reads "Kezeli Wold".

NAPSA President

NAPSA continues advocacy with Congress and the administration on building funding for Adult Protective Services. Thank you to all of the NAPSA for supporting the effort and responding to calls to action! It was a busy year defending funding, federal staffing, and advising on the new federal APS regulations. For the fifth year Congress has funded grants directly to state APS programs through the Elder Justice Act, in federal fiscal year 2025 the U.S. Administration for Community Living allocated \$15 million to these grants. The federal Social Services Block Grant continues to be the largest source of federal funding used by APS nationwide. As co-chair in the SSBG, NAPSA partnered with organizations across the lifespan to educate Congress and prevent the elimination of SSBG during reconciliation in the summer of 2025. American Rescue Plan Act (ARPA) funding has closed out after building many APS

innovations and progress, NAPSA is advocating for a return to this level of funding to maintain these efforts. APS continues to gain national champions as well as combatting national threats. Keep up the good work, contact Congress, and advocate for APS at <https://www.napsa-now.org/public-policy/>.

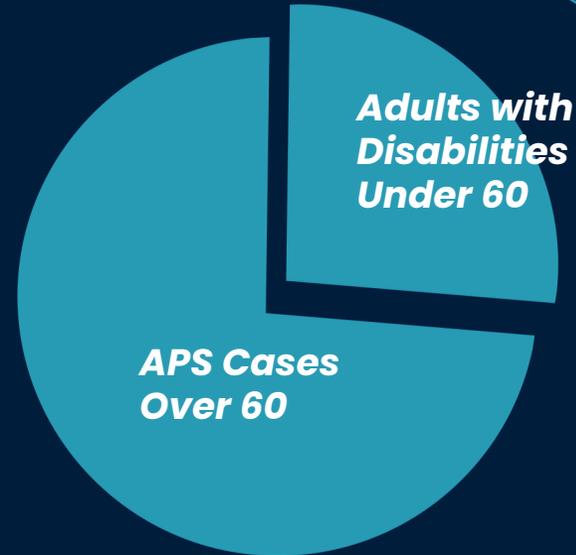
**2025**  
**PUBLIC**  
**POLICY**

**NAPSA's Disability Advisory Group** continued to meet throughout 2025 and is looking forward to conducting significant outreach in 2026! Below is the group's mission statement and four focused priority areas:

**Mission:** 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



# **2025** DISABILITY ADVISORY GROUP

**2025**

# 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.

<https://www.napsa-now.org/category/scam-webinar/>





**2025**

# WORLD ABUSE AWARENESS DAY



World Elder Abuse Awareness Day (WEAAD) was first held in 2006 at the United Nations. In 2016, NAPSA was asked to organize the first-ever virtual WEAAD event. This brought together international policymakers, APS professionals, advocates, financial institutions, media, social service organizations, and individuals from around the world to address this growing global issue.

Since 2016, NAPSA has proudly hosted this annual event. In 2025, the WEAAD Global Summit saw nationwide participation and recognition, shining a spotlight on the incredible work APS professionals do every day in their communities.

# 2025 WEAAD

**Event Welcome:**  
**Jennifer Spoeri**

**Keynote Speaker:**  
**Clowder Group**

**Northeast I Speaker:**  
**Dorian Long**

**Northeast II Speakers:**  
**Alan Lawitz, Mario  
Wawrzusin & Amy Thomas**

**Southeast Speakers:**  
**Jackeiona Benson & Izalda  
Anderson**

**Central Speakers:**  
**Carmen Castaneda & Colleen Parks**

**Mountain Speaker:**  
**Trenton Waite**

**Southwest Speaker:**  
**Marissa Back**

**Closing Remarks & Thank You:**  
**Jennifer Spoeri**



Scan the QR code above to  
view the live event or visit:

<https://www.napsa-now.org/world-elder-abuse-awareness-day-weaad/>

**THANK YOU SPONSORS:**



National Adult Protective Services Association



**PARTNERS & HOSTS:**

The 2025 NAPSA Conference was a powerful gathering of the APS community, hosted in Bellevue, Washington. NAPSA welcomed 929 APS and allied professionals, bringing our theme, Building Partnerships, Inspiring Innovation, to life through dynamic workshops, meaningful networking, and moments of shared purpose.

Highlights included an energetic Welcome Reception with DJ Kelly of Puget Sounds, an inspiring keynote by Kevin Carroll, “The Red Rubber Ball Guy,” and a dynamic presentation by KitBoga, whose work combating scams energized the collective mission to protect vulnerable populations. More than 75% of attendees engaged through the conference app, strengthening connection throughout the week.

Attendees praised the inclusive and thoughtfully curated experience—from accessible programming and diverse meal options to standout favorites like the fry and dessert bars. New NAPSA sweatshirts and pins supported expanded training and resources for APS professionals nationwide. Reflections captured the spirit of the conference: “The overall vibe of this conference is kindness and collaboration.”

The 2025 NAPSA Conference reflected the strength of partnership, innovation, and community at the heart of APS work.

# **2025 NAPSA CONFERENCE**

**2025**

# NAPSA AWARD WINNERS



**President's Award**  
Anita Ballard (MS)



**Joanne Otto Award**  
Lisa Nerenberg (CA)



**Rosalie Wolf Award**  
Rebecca Parks (IN)



**Collaboration Award**  
Page Ulrey (WA)



**Spirit of NAPSA Award**  
Christopher McCullough (AZ)

## LEAD SPONSORS

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**JPMorganChase**

## SILVER SPONSOR



## SUPPORTER SPONSORS

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**Cares**  
TRANSFORMING AGING AND DISABILITY SYSTEMS

**collabrios**  
HEALTH

**TRIMETRIX**  
INCORPORATED

**APS TARC** | enhancing effectiveness of APS programs  
Adult Protective Services Technical Assistance Resource Center

 **USC University of Southern California**

 **JUMP**  
Technology Services

 **WellSky**

 **ROEING**  
CORPORATION



# 2025 16TH ANNUAL NATIONAL FINANCIAL EXPLOITATION SUMMIT

**Sponsors:**



**2025 16TH ANNUAL**

# NAPSA FINANCIAL EXPLOITATION SUMMIT

## **Policy Updates Affecting Financial Investigations**

**Bill Benson**, NAPSA National Policy Advisor  
**Jennifer Spoeri**, NAPSA Executive Director

## **Essentials of Financials & Forensics**

**Sam Kunjukunju**, American Bankers Association (Moderator)  
**Doug Cash**, Eide Bailly  
**Judith Kozlowski**, Elder Justice Consultant and FEAB Member  
**Liz Tooley**, Bank of America

## **Insights from a Scam Baiter** **KitBoga**

## **Financial Institutes Case Studies: Some Lessons Learned**

**Jason Lewis**, Wells Fargo  
**Rodnee Warr**, Wells Fargo Advisors

## **Tools to Prevent Financial Exploitation**

**Liz Loewy**, EverSafe (Moderator)  
**Tara Ambrose**, Minnesota Dept of Commerce  
**Donata Bohanec**, California Elder Justice Coalition  
**Brooke Hickman**, FINRA  
**Peter Lichtenberg**, Older Adult Nest Egg

## **Closing Remarks**

**Betty F. Malks**, Chair NAPSA Financial Exploitation Advisory

## **THANK YOU SPONSORS:**



# 2025 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)

**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.  
Richard Szuch, Stevens & Lee

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



## **COMMITTEE CHAIRS**

**Mariah Freark**, Research2Practice  
Interest Group (MA)

**Cynthia Farrell**, Development (MI)

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

**Paul Needham**, Education (OK)

**Cathy Wood**, Development & Regional  
Representative Advisory Board (OK)

**Katina Simmons**, Membership (NC)

**Stefanie Woodard**, Ethics (CO)

## **AT-LARGE BOARD MEMBERS**

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

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

**Carol Dayton** (OH)

**Marian Liu**, Elder Justice Research (IN)



## **OFFICERS**

**Kezeli Wold**, President (TX)

**Iris C. Freeman**, Secretary (CA)

**Alexandria Brown**, Treasurer (ND)

## **NAPSA**

# **BOARD OF DIRECTORS**



## **REGIONAL REPRESENTATIVE ADVISORY BOARD**

### **NE I**

- Dorian Long (CT)
- Nancy Alterio (MA)

### **NE II**

- Alan Lawitz (NY)
- 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)
- Corey Roybal (NM)

### **West I**

- Emma Lam (CA)
- Russ Jones (OR)

### **West II**

- Sandra Jenkins (AK)
- Robin Tejada (NV)

# **NAPSA STAFF**

Executive Director: Jennifer Spoeri  
Chief Financial Officer: Michael Hagenlock  
Director of Development, Events, & Marketing: Tamesha Squire

Administrative Project Coordinator: Esther Thorpe  
NAPSA Lead Instructional Designer: Katie Wilson  
Marketing & Communications Coordinator: Allie Dent

# 2025 FINANCIAL OVERVIEW

## REVENUE

### Membership:

\$107,670.00

### Donations/Sponsors:

\$19,516.61

### Certificate:

\$15,200.00

### Conference:

\$946,225.48

### Special Events:

\$138,900.00

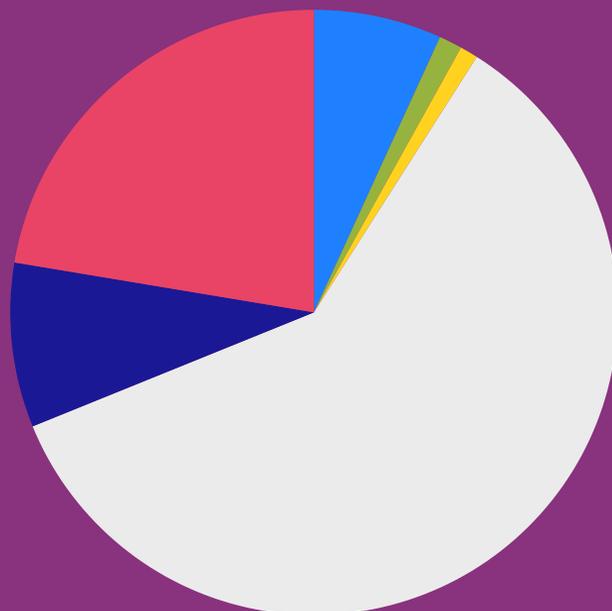
### Grants:

\$0

### Consulting:

\$353,574.48

**TOTAL:** \$1,581,086.57



## EXPENSES

### Salaries:

\$472,399.80

### Benefits-Taxes/Health/ Vacation - FRINGE:

\$109,123.69

### General & Administrative:

\$203,737.27

### Contracts:

\$171,572.90

### Conference:

\$484,975.54

### Special Events:

\$27,138.63

### Membership:

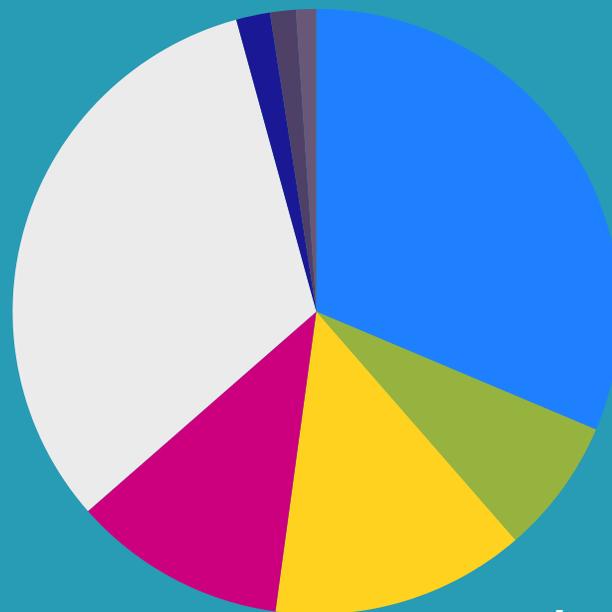
\$20,656.65

### Marketing & Media:

\$16,189.01

### TOTAL:

\$1,505,793.49



**2025**

# DONOR ACKNOWLEDGEMENT

*We extend special thanks to the following for their consistent support throughout 2025. Their ongoing generosity strengthens NAPSA's work and helps sustain our mission to support Adult Protective Services professionals nationwide. We are deeply grateful for their continued partnership.*

*Cynthia Farrell*

*Michael Hagenlock*

*Kezeli Wold*

*Douglas Cash*

*Alice Hayes*

*Jennifer Spoeri*

*Katina Simmons*

*Mariah Freark*

*Stefanie Woodard*

*Lori Delagrammatikas*

*Mary Twomey*

*Christopher Wright*

*Iris Freeman and Warren Woessner*

*Lowell and Kris Zimmerman- In memory of Family of Gary Glockzin*





**NAPSA & DFPS**  
**INVITE YOU TO AUSTIN!**  
**NOVEMBER 16-18, 2026**