



National Adult Protective Services Association

21st Annual NAPSA Conference
Healing the Culture of Abuse



November 8-10th, 2010

Westin Gaslamp Quarter, San Diego, CA

910 Broadway Circle
San Diego, California 92101
Phone: (619) 239-2200

**The Nation's Only National Conference on
Elder Abuse, Abuse of Adults with Disabilities and Adult Protective Services**

REGISTER NOW: http://www.regonline.com/2010_napsa_annual_conference

FIRST NATIONAL SUMMIT ON ELDER FINANCIAL EXPLOITATION
Saving Seniors from Sophisticated Scams, Schemes and Swindles

November 11, 2010

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A fantastic rate in the heart of downtown San Diego: walk to fabulous restaurants, nightlife and a fantastic mall. And each room will have free internet! <http://www.starwoodmeeting.com/book/NAPSA>

SEE COMPLETE CONFERENCE and SUMMIT AGENDAS BELOW

Full Non Member Conference Fee after October 15th: \$475 National Summit Only: \$120

CONFERENCE SPONSORS AND PARTNERS: Center of Excellence on Elder Abuse and Neglect at UC- Irvine, Western Union Global Consumer Protection Program, Investor Protection Trust, California District Attorneys Association, Women's Institute for a Secure Retirement, Coalition to End Senior Financial Abuse, CA Advocates for Nursing Home Reform and more. The Archstone Foundation has provided funding for scholarships for California APS professionals, and the Office for Victims of Crime, Office of Justice Programs, United States Department of Justice is also providing scholarships and other support to the conference (Note: Points of view expressed in this event are those of the organizers and do not necessarily represent the official position or policies of the U.S. Department of Justice).

<p>8:30 AM – 12 PM PRE-CONFERENCE INTENSIVE</p>	<p style="text-align: center;">Too High a Cost: The Adverse Effects of Elder Abuse</p> <p style="text-align: center;">Holly Ramsey-Klawnsnik, PhD. Mark Lachs, MD Candace Heisler, JD</p> <p>This session will present research and clinical evidence from the medical, mental health, and legal fields which demonstrate the far-reaching negative effects of elder abuse. Dr. Lachs' groundbreaking research demonstrated the link between elder abuse and early mortality. Dr. Ramsey-Klawnsnik's research and clinical findings show the adverse impact of elder abuse on mental health. Attorney Heisler will address legal harms, including loss of rights that can occur as a result of abuse.</p>	<p style="text-align: center;">Cultural Jeopardy in Adult Dependency & Disability</p> <p style="text-align: center;">Ronald Mah, MA</p> <p>A licensed clinical therapist and well known trainer, Mr. Mah will help attendees understand cultural differences and competencies in order to effectively work with clients from diverse backgrounds.</p>	<p style="text-align: center;">Abuse of Deaf and/or Hard of Hearing Women</p> <p style="text-align: center;">Mary E. Wambach</p> <p>An advocate for the Deaf and Hard of Hearing Community, Ms. Wambach will present information about abuse of Deaf Women as well as tips on working with members of this community.</p>
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<p>1:00 – 2:30 PM</p>	<p style="text-align: center;">WELCOME AND INTRODUCTIONS</p> <p style="text-align: center;">Abuse of Older Persons and Persons with Disabilities: OVC's Response and Resources Joye E. Frost, Acting Director, U.S. Department of Justice, Office for Victims of Crime KEYNOTE: "Justice For All: Protecting Persons with Disabilities from Crime and Abuse" Ollegario "Ollie" D. Cantos VII, National Disability Rights Leader & Member, President's Committee for People with Intellectual Disabilities</p>
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<p>3:00 – 5:00 PM</p>	<p style="text-align: center;">PLENARY LAURA MOSQUEDA, MD: Recent Elder Abuse Research: Implications for APS MARK LACHS, MD: New York State Prevalence and Incidence Study: What the Data Tell Us about Elder Abuse</p>
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5:30 – 6:30 PM

WELCOME RECEPTION

6:30 PM

CHERRY PIE

A One Act Play

Christine Rosensteel



TUESDAY NOVEMBER 9TH

<p>8:30 – 10:00 AM</p>	<p>Workshop #5 Getting to the Heart of Intimacy: A Curriculum for Providers Nyla McCarthy, OR DHHS, Director Training & Prev. Sexuality among persons with intellectual disabilities is a complex topic. This workshop will present a nationally acclaimed curriculum which emphasizes risk reduction and promotes healthy sexuality.</p>	<p>Workshop #6 Forensic Markers of Elder Abuse Dan Sheridan, PhD Recognizing physical injuries and illnesses that are indicative of elder abuse.</p>	<p>Workshop #7 The Roadmap to APS Core Competencies Lori Delagrammatikas Susan Castano Carol Kabuto Information on the APS Core Competencies being developed through an OVC grant and in partnership with NAPSA will be described as will the process for APS curriculum development.</p>	<p>Workshop #8 Building Partnerships Initiative Nancy Alterio, Dir. MA DPPC This OVC replication project involves building collaborative partnerships among criminal justice, APS & service providers to promote the prosecution of crimes against persons with disabilities.</p>	<p>Workshop #9 Getting Past Differences: Building a Multi-Disciplinary Team Approach to Abuse in Late Life Lisa Furr, Central VA Task Force on DV in Later Life Discuss successes and challenges of in building community response to address DV in later life.</p>	<p>Workshop #10 Structured APS Decision Making Kathy Park National Council on Crime & Delinquency An overview of the Structured Decision Making system for APS. Review assessment tools for intake, investigation & needs assessment.</p>	<p>Workshop #11 Pharmacy 101 for APS: What Are All Those Pills Your Clients Take? Laura Mosqueda, MD An explanation of the various medicines most commonly taken by older persons, how they interact, their behavioral effects, & how to work with MDs & pharmacists.</p>	<p>Workshop #12 Show & Yell A. Wisconsin Individual At Risk Restraining Order: An Effective Intervention Jane Raymond, Advocacy & Protection Systems Developer WI Bur. Of Aging & Disability Resources B. Educating Older Persons about Physical & Financial Self Defense Denise Nelesen, San Diego Co. Aging & Independent Services.</p>
<p>10:15-12:00 PM</p>	<p>INTERACTIVE PANEL: Preventing Elder Investment Fraud: A Partnership between APS, State Securities Regulators and Medical Clinicians</p>							
<p>1:30 – 3:00 PM</p>	<p>Workshop #13 Part 1 Forensic Interviewing of Elders and Persons with Disabilities Nora Baladerian, PhD Candace Heisler, JD A nationally known expert on disabilities & abuse, Dr. Baladerian, and experienced prosecutor Candace Heisler, will impart skills on effective interviewing of persons with disabilities in court cases.</p>	<p>Workshop #14 Part 1 Your Best Self Under Pressure Robin Rose Trainer & Consultant A NAPSA favorite <i>delivers information, training, and tools to help you understand how to, communicate effectively and stay calm, professional, and effective - especially during high-stress, high-pressure situations.</i></p>	<p>Workshop #15 Part 1 Recognizing & Responding to the Vulnerability Trail for People with Developmental Disabilities Jean Solis & Darla Stuart To understand the incidence, prevalence & impact of crime victimization & to learn collaboration with other organizations to ensure quality services.</p>	<p>Workshop #16 Part 1 The Supervisor as Trainer: Preparing New APS workers for the field Jill Nielsen, Susana Fong, Lori Delagrammatikas Hands on skills training from experienced APS professionals on the supervisor's critical role in preparing new workers.</p>	<p>Workshop #17 Part 1 Everything APS Wants to Know about the Criminal Justice System but Is Afraid to Ask Paul Greenwood, San Diego DA Office Tristan Svare San Bernardino DA Office</p>	<p>Workshop #18 Training Dentists to Detect & Report Elder Abuse: An Archstone Initiative Project Melanie W. Gironda, PhD Division of Public Health & Community Dentistry UCLA School of Dentistry</p>	<p>Workshop #19 Bridging the Gap between APS and Physicians Diana Schnieder Homeier, MD This workshop will present ideas on how APS can most effectively work with physicians in elder abuse cases and will also include information on establishing a forensic team.</p>	<p>Workshop #20 Show & Yell C. Understanding the History, Philosophy and Role of the Long Term Care Ombudsman Program Joseph Rodrigues Sharon Cordice Jennifer-Bransford Koons, D. Alzheimer's Association' Resources for Vulnerable Families Martha Tierney, Associate Director, Alzheimer's Association</p>
<p>3:30 – 5:00 PM</p>	<p>Workshop #13 Part 2</p>	<p>Workshop #14 Part 2</p>	<p>Workshop #15 Part 2</p>	<p>Workshop #16 Part 2</p>	<p>Workshop #17 Part 2 Mock Elder Abuse Trial A fun, action packed session to prepare APS to effectively appear in court by bringing dry legal lessons to life.</p>	<p>Workshop #21 Abuse in Terminally Ill Patients: Failures of Care Kathryn Tucker Compassion & Choices, Idaho Learn how to detect such abuse and what avenues exist for redressing it.</p>	<p>Workshop #22 Case Studies in Elder & Dependent Adult Abuse Diana Schnieder Homeier, MD This presentation reviews cases that benefited from the expertise and innovation of the Los Angeles County Elder Abuse Forensic Center.</p>	<p>Workshop #23 Show & Yell E. Engaging Financial Institutions in Fight Against Exploitation Jenefer Duane, Helen Karr, Susan Montoya F. Modernizing a Statewide APS Program Utilizing Off the Shelf Software Patti Schmidlein, IT Project Dir., KS DRS ; Kari Cook, Harmony Information Systems</p>
<p>5:00 - 6:00 PM</p>	<p>SALON Q : Roundtable for Sexual Minorities and Their Allies - Horton's Bar and Grill, Westin Gaslamp Join Moderators and NAPSA conference planning team members Nyla McCarthy (Oregon) and Andrew Capehart (Ohio) for this happy hour gathering of self identified sexual minorities and friends. Prepare to meet new friends and old, share stories, discuss strategies and laugh. Everyone is welcome!</p>							
<p>6:30 - 9:30 PM</p>	<p>HARBOR CRUISE - Dinner, Dancing, Champagne & More!</p>							

WEDNESDAY NOVEMBER 10TH

<p>8:30-10:00AM</p>	<p>Workshop #24 Part 1</p> <p>Strangulation and Suffocation: Medical Findings & Investigative Approaches</p> <p>Dean Hawley, MD Candace Heisler, JD</p> <p>A national forensics expert will discuss how to recognize and document strangulation injuries on an older individual. The presentation is designed for advocates who work with victims, APS and law enforcement.</p>	<p>Workshop #25 Part 1</p> <p>The Elder Justice Act and Other Federal Victims Legislation: What It Means for APS & APS Clients</p> <p>Bill Benson, Bob Blancato, Marie Therese Connolly, JD</p> <p>A walk through of the Elder Justice Act, with special emphasis on APS sections the potential impact on state and local APS and an overview of other federal crime victims programs & how they apply to adults with disabilities & seniors.</p>	<p>Workshop #26 Part 1</p> <p>More than Clutter: Helping Intervention Resistant People who Hoard</p> <p>Mark Odom, LCSW Orange Co. Hoarding Task Force</p> <p>Helping resistant people who hoard.</p>	<p>Workshop #27 Part 1</p> <p>Vicarious Trauma and Burnout, Identification, Prevention & Treatment</p> <p>Nora Baladerian, PhD</p> <p>Addresses issues of daily personal exposure to traumatic material, & how that psychologically affects professionals.</p>	<p>Workshop #28</p> <p>Increasing Awareness of Adult Abuse and APS</p> <p>Alan Lawitz, Dir, Adult Services NY Office of Children & Families</p> <p>Strategies to increase awareness of APS and to improve employee morale.</p>	<p>Workshop #29</p> <p>Sexual Assault of Elderly Women</p> <p>Holly Ramsey-Klawnsnik, PhD</p> <p>Older women are sexually victimized in many contexts. APS must be able to recognize, investigate, & effectively intervene to increase victim safety & minimize trauma. This workshop will provide state-of-the- clinical & research findings. Challenges & dilemmas will be discussed, along with tips for aiding victims & dealing with perpetrators.</p>	<p>Workshop #30</p> <p>Immigrant Victims of Elder Abuse: Dynamics, Legal Remedies and Protections</p> <p>Linda Dawson, JD Soraya Fata, JD, Legal Momentum's Immigrant Women Program</p> <p>Provide attendees current information about immigration laws and techniques to serve immigrant clients.</p>	<p>Workshop #31 Show & Yell</p> <p>G. Seeking to Quantify the Elder Maltreatment Problem: Linking Adult Protective Services with Mortality Data</p> <p>Nancy Warren, APS Administrator, NC Division of Aging & Adult Services Sabrina Walsh, PhD University of Kentucky</p> <p>H. Elder Abuse: Screen for It; See It; Stop It</p> <p>Joy Solomon, Weinberg Center for Elder Abuse; Riverdale, NY</p>
<p>10:15-11:45 AM</p>	<p>Workshop #24 Part 2</p>	<p>Workshop #25 Part 2</p>	<p>Workshop #26 Part 2</p>	<p>Workshop #27 Part 2</p>	<p>Workshop #32</p> <p>Your Client Thinks He Won \$1 Million – What Do You Do?</p> <p>Deb Deem FBI Victim Advocate</p> <p>Mass marketing fraud plus referral tools to report crimes, and techniques to prevent revictimization.</p>	<p>Workshop #33</p> <p>Organizational Capacity Building Resources for Victim Service Programs</p> <p>Office for Victims of Crime</p> <p>Capacity-building resources available through OVC for grassroots organizations, faith- and community-based programs, public agencies and nonprofit victim service organizations.</p>	<p>Workshop #34</p> <p>Step by Step: Investigating Sexual Assault Against Persons with Disabilities</p> <p>Timothy Grant MA State Police Mary Walz Watson, SANE Nurse Dennis Griffin, Investigator, DMH</p>	<p>Workshop #35 Show & Yell</p> <p>I. How Financial Exploitation Differs from Other Elder Abuse</p> <p>Shelly Jackson, Institute of Law, Univ. of VA</p> <p>J. Spiritual Language of Change & Social Work Practice</p> <p>Tom Curtin, MD APS Mgr.</p>
<p>12:00-2:00PM</p>	<p>BUSINESS AND AWARDS LUNCHEON</p>							
<p>2:15 – 3:45 PM</p>	<p>Workshop #36</p> <p>Prosecutorial Response to Neglect of Elders and Adults with Disabilities</p> <p>Page Ulrey, JD King Co. WA DA Office</p> <p>An experienced prosecutor will share her unique approaches to prosecuting neglect of older persons and adults with disabilities, including the use of multi-disciplinary teams.</p>	<p>Workshop #37</p> <p>Good Intentions, Questionable Outcomes?</p> <p>Bill Benson, Marsha Saxton, Nora Baladerian, Mary Twomey and Nyla McCarthy</p> <p>Lively cracker barrel session - discuss solutions to systems approaches to working with victims of abuse who have disabilities.</p>	<p>Workshop #38</p> <p>Access, Identify and Connect with Your Own Inner Resources</p> <p>Johnny Seitz, Life Coach & Person with Autism</p> <p>An inspirational session for overworked professionals by a person with a disability.</p>	<p>Workshop #39</p> <p>The Value of One Project Promoting Dignity & Respect</p> <p>Jim Stream Arc of Riverside Co.</p> <p>How media depictions influence attitudes & may contribute to abuse & neglect, & how The Arc of Riverside Co. uses social marketing, technology, & collaboration to promote positive images & equal justice.</p>	<p>Workshop #40</p> <p>Elder Rights as a Social Movement</p> <p>Laura Watts, National Director, Canadian Centre for Elder Law</p> <p>Bonnie Brandl, Director, National Clearinghouse on Abuse in Later Life</p> <p>Putting elder rights in context with other social movements.</p>	<p>Workshop #41</p> <p>Sexual Assault Against Older Adults</p> <p>Bonnie Coonen Sexual Assault Ctr. Green Bay WI</p> <p>Defining sexual violence & abusive contact as related to older adults. The three "R"s, recognize, respond, & report will be discussed.</p>	<p>Workshop #42</p> <p>Differential Response: An Upstream Model</p> <p>Kari Beuerman Marin Co. Aging and Adult Services Rita Widergren Marin Co. Aging and Adult Services</p> <p>Managing Medical Self Neglect</p>	<p>Workshop #43</p> <p>Disability, Victimization & Sexuality</p> <p>Scott Modell, PhD Marcie Davis, Dir., Soulful Presence</p> <p>Participants will develop an understanding of why persons with disabilities are more susceptible to sexual victimization & how to prevent it.</p>
<p>4:00 – 4:45 PM</p>	<p>MARIE THERESE CONNOLLY: ELDER & ADULT ABUSE AS A NATIONAL PRIORITY ISSUE – WHERE DO WE GO FROM HERE?</p>							
<p>4:45 – 5:00 PM</p>	<p>CONFERENCE EVALUATIONS</p>		<p>GIFT GIVEAWAY</p>			<p>CLOSING REMARKS</p>		



SAVING SENIORS FROM SOPHISTICATED SCAMS, SCHEMES AND SWINDLES
The National Adult Protective Services Association Announces
THE FIRST NATIONAL SUMMIT ON ELDER FINANCIAL EXPLOITATION

SCAMS

- Sweetheart Sweepstakes
- Foreign Lotteries

SCHEMES

- Mortgage Fraud
- Improper Annuity Sales

SCIENCE:

- The Aging Brain and the risk for financial abuse

LEARN ABOUT:

- Financial Institutions' Training Programs which Protect Customer Deposits
- How to Work with APS
- Mandatory Reporting Requirements
- Investigating and Prosecuting Financial Crimes
- International Wire Fraud Prevention and Intervention Efforts
- Investor Education Programs
- Educating physicians on financial abuse

THURSDAY - NOVEMBER 11, 2010 - 8:30 AM to 5 PM
Westin Gaslamp Hotel, San Diego California

The Problem

- Four million persons will turn 60 every year for the next 18 years.
- Because older persons in the United States control at least 70% of the nation's household net worth, in the value of their homes as well as in other assets, they are frequent targets for exploitation, not only by scam artists, but also by their own family members and "friends," who defraud them of billions of dollars annually through theft, fraud, deception, undue influence and schemes of every variation.
- Numerous government agencies, industry programs and consumer protection organizations address elder financial exploitation in their own spheres of influence, but no one has brought together all the stakeholders to learn from each other and how to work together to effectively tackle these issues.
- Adult Protective Services (APS) Programs are directly involved with victims of elder financial exploitation and work with various stakeholders to protect victims; to prevent exploitation, to prosecute offenders and to educate older persons.

The Summit: A Search for Solutions

NAPSA will host the very first national summit to address the growing crisis of elder financial exploitation to:

- Examine newly emerging research on why older persons may be more susceptible to financial abuse
- Learn about the effects elder financial abuse has not only on victims but also on financial institutions, health care providers and the entire economy
- Expose new schemes targeting older veterans
- Learn to deconstruct the methods con artists use to defraud
- Learn from successful programs throughout the country how to prevent elder financial abuse, prosecute the perpetrators of these crimes and protect the victims.

Stakeholder Partners and Sponsors are Welcome!

- Current Sponsors & Partners Include: *Western Union Global Consumer Protection Program - Investor Protection Trust (IPT) - Coalition to End Senior Financial Abuse (CEASE) - Women's Institute for a Secure Retirement (WISER) - CA Advocates for Nursing Home Reform (CANHR) and More Coming!*



WWW.APSNETWORK.ORG
NAPSA, 920 Spring St. Suite 1200 Springfield, Illinois 62704 217-523-4431

NAPSA'S NATIONAL SUMMIT ON ELDER FINANCIAL EXPLOITATION
SAVING SENIORS FROM SOPHISTICATED SCAMS, SCHEMES AND SWINDLES
November 11, 2010 San Diego Westin Gaslamp Quarter
AGENDA (October 12, 2010)

8:30 AM WELCOME AND CEREMONY HONORING VETERANS

- 9 AM** **FTC's Focus on Fraud Against Seniors** **Thomas Syta, Regional Director, FTC**
- 10 AM** **Aging Brains and the Risk of Financial Exploitation** **Dr. Natalie Denburg, University of Iowa**
What research tells us about financial decision making in older persons

11 AM BREAK

- 11:15** **The "Scary Potter" Show: Uncovering The Sorcery behind Financial Abuse** **Prescott Cole, CANHR, Neil Granger**
A fascinating and interactive presentation on how professional financial predators work the senior market
- 12:00** **Exploiting Government's Veterans Aid and Assistance Program** **Prescott Cole, CANHR, Neil Granger**
Exposing how financial planners are targeting a benefits program created to help needy elderly veterans

12:30 PM LUNCHEON

BREAK OUT SESSIONS

- 1:45** **Tried and True: Solutions that Work to Prevent Elder Financial Abuse, Prosecute Its Perpetrators and Protect Its Victims**
- **Recommended Legislative and Regulatory Initiatives** **Pat McGinnis, CANHR**
 - **Western Union's Global Consumer Protection Program** **Denise Jaworski, VP, Western Union**
 - **Stopping Exploitation at the Source: The Bank** **Joe Snyder & Linda Mill, Philadelphia Initiative**
- 2:15 PM** **BREAK**
- **Investigating and Prosecuting Financial Crimes** **Paul Greenwood, Asst. DA, Tristan Svare, Asst. DA, Candace Heisler, Asst. DA (ret.)**
 - **Educating the People Most Older Persons See: Their Doctors** **IPT: Dr. Robert Rousch, Steven D. Irwin, PA, Securities Comm., Debora Whipple, NJ Bureau of Securities, Star One Credit Union (CA)**
 - **Skeptics Make Great Employees: the FIT and FAST Teams Response To Financial Exploitation**
- 3:15** **At the Center of It All: APS** **Kathleen Quinn, NAPSA**
- 3:45** **Pulling It All Together: CEASE, A New National Initiative to Stop Elder Financial Exploitation** **Bill Benson, AAIA, Cindy Hounsell, WISER**
- 4:30 PM** **ADJOURN**