



At-a-Glance Conference Schedule

Wednesday, May 24, 2023

12:00-3:00 Registration and Check Out Exhibits

1:15 -1:45 Orientation for Scholarship Recipients

2:00 – 3:15 Breakout Sessions (Choose One)

WORKSHOP A

CARTER HALL

Let Me Tell You What It's *Really* Like: A Family's Experience with Bipolar Disorder

Kate Ives and Jennifer Ives, LMTY Health

Let Me Tell You What It's *Really* Like is a one-act play in which two actors share their experiences living with bipolar disorder from both the perspective of one living with the mental illness and all those who interact with her.

"Powerful and engaging", Let Me Tell You What It's *Really* Like is a frank conversation on living with mental illness, both for the person diagnosed and those in his or her life. In this one-act play the audience is addressed directly by two actors, one representing a person with bipolar disorder (Inside) and the other (Outside) playing all of the other characters (family, friends, coworkers and others). Both share the emotions, thoughts, and fears that are part of all sides of a bipolar existence. Based on a series of interviews, the intention of the work (45-minute one-act play followed by a Q&A with the actors) is to honestly present a broad range of experience for those who are living with an emotional and mental disability. This performance leads to greater understanding for everyone who has to deal with all forms of this illness and strengthens the support of a more compassionate community. *(VCPEA Host: Michele Sorenson)*

WORKSHOP B

MONITOR ROOM

Multi-Disciplinary Teams and Their Use in Effective Prosecutions

Alison Martin, Assistant Commonwealth's Attorney: County of Henrico

In this interactive, high-energy presentation, Elder Abuse Prosecutor Alison Martin will explain the role of an effective MDT in maximizing prosecutorial outcomes. Then, she will give participants an opportunity to participate in mock MDTs by giving each participant a role. Then, these mock MDTs will work their way through hypotheticals based on real cases. She will help lead and facilitate meaningful discussions about how to best respond to incidents of Elder Abuse.

This presentation commences with a review of the different types of MDTs, but focuses primarily in MDTs led with an eye towards maximizing prosecutorial outcomes. Taking the example of the successful City of Richmond MDT, the presenter, Alison Martin, will lead the group through a short

lecture regarding the logistics and personnel necessary to have a successful MDT. Part of this lecture portion will focus on desired outcomes from the MDT, as well.

Once this true "lecture" section is completed and participants feel comfortable and conversant regarding the MDT model, Alison will pivot to a highly interactive, highly enjoyable section of this presentation. The room will be divided into mock MDTs of eight participants. Each participant is assigned a role in the MDT. Each role is fully developed enough to give the participant a chance to truly move into the character suggested by the role. Then, Alison will offer a series of high-interest and relevant hypothetical MDT cases. All of these hypotheticals are matters that have been handled by various MDTs. Then, there will be facilitated discussion regarding each.

Alison has given this presentation in the past at World Elder Abuse Day in Henrico County, VA, with a very favorable reception. *(VCPEA Host: Paula Kupstas)*

WORKSHOP C

VELLA ROOM

Tales from the Frontlines: How Service Providers Can Offer a Road Map for Systemic Change

Sara Marrs, PhD, Assistant Professor, Director of Research, and Courtney O'Hara, MS, Assistant Director, Virginia Commonwealth University, Virginia Center on Aging

This presentation will help participants understand how feedback from frontline workers illuminated the need to address knowledge gaps among those tasked with keeping our elders free from harm. There is a lack of research identifying the knowledge gaps and attitudes of those in the law enforcement, adult protective services, domestic and sexual violence advocacy, and the aging services workforce. In a follow up to last year's presentation on improving responses to elder mistreatment, we now offer a quantitative look at how to best bring about systems change to the work we do to safeguard our elders. This interactive and engaging presentation will demonstrate the need to address those knowledge gaps. In doing so, we create resource rich communities, which are inherently safer for everyone, including our elders. *(VCPEA Host: Irene Osei)*

3:15 - 3:30 Refreshment Break and Check Out Exhibits!

3:30 - 4:45 Breakout Sessions (Choose One)

WORKSHOP D

CARTER HALL

The Impact of Adult Protective Services on Client Outcomes: Findings from a Multi-State Study

Raphael Gaeta, PhD, Senior Researcher, New Editions Consulting, Inc., and Zach Gassoumis, PhD, Assistant Professor of Family Medicine, Keck School of Medicine of the University of Southern California

In 2018, the U.S. Administration for Community Living (ACL) Office for Elder Justice and Adult Protective Services (OEJAPS) funded the design and implementation of the APS Client Outcomes Study. The purpose of the APS Client Outcome Study was to examine if and how APS programs make a difference in the lives of clients with regard to their satisfaction, safety/risk, and well-being. The study was conducted in 27 counties from across 9 states and included three major methods: (1) survey data collection with APS workers and clients, (2) semi-structured interviews and focus groups with APS leaders, workers, and clients, and (3) secondary analysis of the National Adult Maltreatment Reporting System (NAMRS) dataset. The study was conducted by New Editions Consulting, Inc., with support from NAPSA. Please join us to learn more about the study, key findings, and implications for the field. *(VCPEA Host: Emily Hardy)*

WORKSHOP E

MONITOR ROOM

Resiliency to Secondary Trauma for Responders to Adult Abuse

Andrea Jones, MPA, APS Regional Program Consultant, Virginia Department for Aging and Rehabilitative Services, APS Division

Responders to adult abuse, neglect, and exploitation will be exposed to disturbing circumstances of human harm that in turn traumatize the responder. This secondary trauma has been called compassion fatigue, burnout, or vicarious trauma. This workshop will focus on supervisor and worker strategies to prevent and respond to secondary trauma to create a more resilient adult abuse responder team. *(VCPEA Host: Randi Keese)*

WORKSHOP F

VELLA ROOM

Effective Strategies for Supporting Elder Abuse Survivors Living with Dementia

Sydney Palinkas, MSW, RAFT Dementia Education and Outreach Coordinator

Individuals living with dementia are particularly susceptible to elder abuse, neglect, and financial exploitation. This abuse often goes undetected due to challenges with memory, communication, and judgement. Along with highlighting dementia as a significant risk factor for elder abuse, this session will discuss strategies for successfully communicating with individuals living with dementia when screening, interviewing, and safety planning. Finally, this session will address several prevalent misconceptions associated with dementia and elder abuse. *(VCPEA Host: Paula Kupstas)*

5:15 Hospitality Suite (Room TBA)

Thursday, May 25, 2023

7:30-9:00 Continental breakfast

8:00-10:30 Registration

9:00 - 11:30 Welcome & Opening Session

Carter Hall

9:00 – 9:30 Welcome Address, Courtney O’Hara, President, VCPEA

9:30 – 11:15 Opening Session: Supported Decision-Making: Protecting Rights, Ensuring Choices

Jonathan Martinis, Esq., Disability Advocate

Study after study has shown that when older adults and people with disabilities have more control over their lives and make more decisions for themselves – when they have more *self-determination* – they have better lives: they are more likely to live independently, work, be active in their communities, and avoid abuse. However, research also shows that when people are ordered into

guardianships that are unnecessary or remove more rights than are necessary, they may suffer significant negative impacts to their physical and mental health.

This session will introduce the audience to Supported Decision-Making (SDM) as an alternative to guardianship and a way to enhance the self-determination and quality of life of older adults and people with disabilities. When people use SDM, they work with friends, family, and professionals so they can understand their choices and make their own decisions without the need for a guardian.

Using the “Justice for Jenny” trial as a case study, this presentation will discuss how attendees can use SDM to empower people they support to have better life outcomes and avoid unnecessary guardianship, all while acting consistently with agency policy and practice.

11:15 Helen J. Napps Award Recipient Recognition

Joyce Martin, VCPEA Board Member

11:30 – 11:45 Break and Check Out Exhibits!

**11:45 - 1:15 Buffet Luncheon followed by special presentations,
business meeting, and prize drawings**

Sunset Room

1:30 - 3:00 Breakout Sessions (Choose One)

WORKSHOP G

CARTER HALL

The Medical Side of Elder Neglect

Melissa Harper, MSN, APRN, SANE-A-P Forensic Nurse Examiner, Ultra Health PEDS Forensic Nursing Dept. and SAFE Center of SWVA

Elder neglect is the failure of a responsible caregiver to meet the medical, social, or psychological needs of an older adult. Despite elder neglect being one of the most common forms of elder abuse, it typically goes unreported. After attending the session, the participant will be able to define elder neglect, identify findings concerning neglect, and discuss care considerations for the older adult with concerns for elder neglect. Case studies with digital photo images will be included as part of the session; please note that some of the images may be disturbing. *(VCPEA Host: Gwen Ingram)*

WORKSHOP H

MONITOR ROOM

Protecting Older Citizens Online

Travis Howard, Special Agent, Virginia State Police, Bureau of Criminal Investigation, High Technology Crimes Division

Older citizens are becoming more frequently the target for online scams. Many of those online scams share some of the same basic features and can become more preventable with education. In this presentation we will discuss the different types of scams that target older citizens as well as the best practices to avoid them. *(VCPEA Host: Gary Cody)*

WORKSHOP I

VELLA ROOM

**Community Response Team and Adult Protective Services: A
Collaborative Approach to Prevention**

Allison Clifford, MSW, APS Assistant Program Manager, Fairfax County Dept. of Family Services and Federico "Freddie" Pedreira, BSN, RN, CEN, Community Health Analyst/Public Health Nurse, Fairfax County Fire & Rescue Department

Fairfax County created the Community Response Team (CRT), a multi-disciplinary team comprised of mental health and paramedic staff to address the needs of residents who frequently call 911 to develop more appropriate interventions. Come learn about the intersection between CRT and Adult Protective Services (APS), the benefits of their partnership, and how to replicate a Community Response Team in your area!

CRT and APS recognized the intersection between their agencies and identified a shared population – older adults and persons with disabilities- needing more focused supportive services. Rather than working in silos, a collaborative approach between CRT and APS was established, which ultimately led to better outcomes for residents.

CRT and APS hold bi-weekly meetings to staff cases to explore best practices to address complex client needs and to learn of recent emergency room visits for shared clients. They conduct joint home visits to complete a comprehensive assessment of the client, and nurture their professional relationship through information sharing, resource identification, and networking. They strategize on complex cases and identify and apply appropriate interventions to improve client outcomes. We want to share the benefits of this partnership and discuss how to replicate the CRT program and/or the CRT and APS partnership in other counties across Virginia. *(VCPEA Host: Victor Little)*

3:00 - 3:15 Refreshment Break and Check Out Exhibits!

3:15 - 4:45 Breakout Sessions (Choose One)

WORKSHOP J

CARTER HALL

Making it Happen: Taking Supported Decision-Making from Theory to Practice

Jonathan Martinis, Esq.

In this session, attendees will learn ways to empower older adults and people with disabilities to enhance their independence, self-determination, decision-making, and quality of life through Supported Decision-Making (SDM). This session will focus on practical tools and research-based best practices in helping people explore and incorporate SDM into their lives through formal and informal means at every stage of their life course. The session will also highlight ways to incorporate SDM into Virginia's publicly funded programs for older adult and people with disabilities. *(VCPEA Host: Susan Umidi)*

WORKSHOP K

MONITOR ROOM

Let's Focus on Prevention: A Panel Discussion for First Responders, Mental Health Providers, and Social Services

Jason Sweet, Battalion Chief, Jamesha Edwards, CONECT Program Case Manager with Social Services, and Lisa Walker, Firefighter/Medic with the Fire Department, James City County

Learn how to equip your emergency services and mental health providers with tools, training, and common language to identify risk factors and intervene before a crisis occurs. Enhancing

collaboration in your community increases early identification and early intervention. Together, we can help prevent abuse, neglect, and exploitation.

This panel discussion will include members from James City County Social Services and Fire Department. The discussion will focus on collaboration efforts among emergency services and mental health providers, with a focus on mobile-integrated healthcare. Topics to be discussed include how to establish relationships with other providers, needs assessments, training, common language, sustainability, and sharing information. A PowerPoint presentation will be shown to highlight efforts and show the impact that collaboration has among these entities in James City County. Participants will gain a better understanding of how to effectively collaborate with other entities and create concrete action steps to implement prevention efforts in other localities. *(VCPEA Host: Sydney Palinkas)*

WORKSHOP L

VELLA ROOM

The Odd Couple: A Model for a Successful Public-Private Partnership to Reduce the Incidence of Elder Financial Abuse

Shannon Taylor, Commonwealth's Attorney, Henrico County; Alison Martin, Assistant Commonwealth's Attorney, Henrico County; and Diane Beirne, Director of Corporate Responsibility, Primis Bank

In this presentation, you will hear from Shannon Taylor, the elected Commonwealth's Attorney for the County of Henrico, her assistant, Alison Martin, an experienced elder abuse prosecutor, and Diane Beirne, the Director of Corporate Responsibility for Primis Bank. During this presentation, you will learn about how a Commonwealth's Attorney and Corporate Responsibility Director worked together to brainstorm, create and implement a program that is designed to reduce the incidence of financial elder abuse in communities across the Commonwealth. They will discuss the planning and execution, along with the innovative strategies that they've adopted to engage and galvanize all stakeholders, including law enforcement professionals and bank employees. This is a scalable, interactive program that could serve as a model for various other partnerships across the state. *(VCPEA Host: Melissa Harper)*

5:15 Hospitality Suite (Room TBA)

Friday, May 26, 2023

7:00 - 7:30 **Yoga on the Beach with Sydney Palinkas, Secretary, VCPEA**

7:30 - 9:00 **Breakfast**

9:00 - 10:30 Breakout Sessions (Choose One)

WORKSHOP M

CARTER HALL

If It's Not Documented, It Didn't Happen: Effective Writing Techniques for Professionals Working with Older Adults

Barb Pratt, Curriculum Developer and Trainer, and Jami Blanchard, Curriculum Developer and Trainer, Virginia Department for Aging and Rehabilitative Services, APS Division

Whether you are an experienced professional or are new to working with older adults, you have likely heard the saying "if it's not documented, it didn't happen". Documentation is critical to investigating allegations of abuse, neglect, and exploitation as well as case management across community agencies. Good documentation reflects a thorough assessment of the adult's needs and strengths. For Adult Protective Services, it also supports case dispositions and service planning for adults who are at risk. Additionally, the case record can provide a means of communicating case information and record keeping between the service professional, agency staff, collaterals, and the adult client. On a larger scale, accurate case documentation can also assist with collecting data and identifying program needs and gaps. While complete and accurate documentation is essential to providing services and supporting older adults, it is one of the biggest challenges that professionals face.

During this dynamic and interactive workshop, we will thoroughly discuss ways to demonstrate factual, concise, and objective writing in your documentation. This workshop will focus on best practices and tools that can be utilized as well as discuss some common pitfalls to avoid. *(VCPEA Host: Diane Hoffman)*

WORKSHOP N

MONITOR ROOM

VA 101: A Community Partners Guide

Heather DeShone, MSW, Social Work Supervisor, Veterans Administration and Catherine Sykes, Assistant Chief of Social Work Services, Veterans Administration

The Veterans Health Administration (VHA) is the largest integrated healthcare system in the United States with 1,298 healthcare facilities in the US and US territories. In addition to VHA, the Department of Veterans Affairs also administers benefits and national cemeteries. With 10,000 licensed social workers, the VA can be a great asset for community partners — especially adult protective services. Yet, where to begin with such a massive system? The VA can seem like a different world with its own culture, language, laws, and system of ethics. This session will equip you with the knowledge to understand the different parts of the VA system, provide you with tips on how to engage with your local VA, and provide information on programs for the geriatric population and their caregivers. The session will end with a presentation on healthcare ethics consultation in the VA. This part of the presentation will give an overview of the VHA's National Center for Ethics in

Healthcare and discuss ethical challenges related to decision-making capacity and shared decision making. *(VCPEA Host: Victor Little)*

WORKSHOP O

VELLA ROOM

Celebrating Elders and Valuing Those Who Serve Them

Jeff Byrd, Jeffrey Byrd Coaching, Owner/President, Executive Director with John Maxwell Leadership, DISC personality consultant, Brain Health Coach with Amen University, Global Priority Solutions Specialist

Looking at our elders with appreciation, honor, and dignity, as well as celebrating those who serve them. Valuing both groups for their perseverance, their commitment, and the difference they have made in others' lives. The goal of this session is learning to see our elders with dignity and compassion, regardless of their current condition or mindset. It is also the celebration of the many contributions of those who serve them. A valuing of the difference our elders have made and their contribution to those around them is both inspiring and essential. Embracing them with compassion, understanding, and empathy, while seeing their true worth, is critical to providing holistic service.

Also, learning to embrace a new sense of worth as one who either directly or indirectly provides care for our elders, who are vulnerable, is critical to significance and longevity. Many who bring a heart of caregiving to their work, feel that since their best is not enough to solve all the issues around them, that they, in turn, are not enough. This can be disheartening, and contributions need to be noticed, appreciated, and celebrated! The difference that has been made needs to be seen, honored, and valued, thus creating fulfillment, inspiration, and empowerment.

This session will provide a celebration of those who work to provide care. As the strengths of those who provide care are known and spotlighted, encouragement is gained to both know and grow one's own unique strengths and to add value to others from one's own "strength zone".

The end result is that people see their own value, and as a result, see value in those with whom they serve, as well as those they serve. Everyone wins when everyone is appreciated! No one goes without a sense of understanding, appreciation, and compassion! *(VCPEA Host: Randi Keese)*

10:30 - 11:00 Hotel Check-Outs and Visit Exhibits!

11:00 - 1:00 Closing Session & Final Thoughts

Closing Speaker: Sardek Love

CARTER HALL

From Challenge to Triumph!

In March of 2020, we experienced a once-in-a-century global pandemic that drastically changed everything. How we work. How we interact. How we live. Despite the significant challenges COVID-19 brought upon us all, it forced us to reveal our extraordinary resilience and ingenuity. COVID-19 was the trigger for us to reveal our greatest quality – true grit.

Final Thoughts and Prize Drawings

VCPEA Board Members

3/29/2023