New York State

Adult Abuse Training Institute

Social Isolation: Our Clients & Our Work

November 1–3, 2017

Albany Marriott Hotel
189 Wolf Road
Albany, NY 12205
About This Event

The Adult Abuse Training Institute (AATI) is presented by the Brookdale Center for Healthy Aging on behalf of the New York State Office of Children & Family Services (OCFS). This annual event brings together over 400 participants from a variety of public, non-profit and private service providers where networking and sharing expertise will be facilitated through an array of formal and informal activities.

This year, the focus of the AATI will be Social Isolation: Our Clients & Our Work. We will bring together the perspectives of social services workers, law enforcement, attorneys, bank staff and others to share different methods of collaboration that have been effective in working in this changing APS landscape.

Goals of the AATI

• To build networks, collaboration, skills and knowledge of professionals working with vulnerable adults;
• To promote the exchange of information, innovative thinking and best practices;
• To improve the provision of services to protect vulnerable adults;
• To nurture and sustain all those who are engaged in the effort to prevent and end abuse of adults in New York State.

Who Attends the AATI

• Adult Protective Services (APS) staff
• Expanded In-home Services for the Elderly (EISEP) case workers
• Attorneys
• Law Enforcement Officers
• Nurses
• Physicians and other healthcare professionals
• Social Workers in the fields of aging, health, mental health, housing, domestic violence intervention, law and justice.

The dedication and energy of participants and presenters assures the vitality and effectiveness of the AATI as an outstanding learning event.
## 2017 AATI Steering Committee

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization and Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jennifer Ackley</td>
<td>Vera House Inc.</td>
</tr>
<tr>
<td>Rose Mary Bailly</td>
<td>Albany Law School</td>
</tr>
<tr>
<td>Molly Bates</td>
<td>New York State Division of Criminal Justice Services</td>
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<tr>
<td>Aiesha Battle</td>
<td>New York State Division of Consumer Protection</td>
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<tr>
<td>Gary Brown</td>
<td>Office of the New York State Attorney General</td>
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<tr>
<td>Paul Caccamise</td>
<td>Lifespan of Greater Rochester, Inc.</td>
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<tr>
<td>Joshua Kean</td>
<td>New York State Division of Criminal Justice</td>
</tr>
<tr>
<td>Donna Cooper</td>
<td>New York City Adult Protective Services</td>
</tr>
<tr>
<td>Mary Anne Corasiniti</td>
<td>MAC Consulting Services</td>
</tr>
<tr>
<td>Kathleen Crowe</td>
<td>Brookdale Center for Healthy Aging at Hunter College</td>
</tr>
<tr>
<td>Karen DeBell</td>
<td>New York State Office of Mental Health</td>
</tr>
<tr>
<td>Annette Esposito</td>
<td>Elder Abuse Advocate</td>
</tr>
<tr>
<td>John Fella</td>
<td>Rockland Co. Department of Social Services</td>
</tr>
<tr>
<td>Jane Ginsburg</td>
<td>New York State Alzheimer's Association</td>
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<tr>
<td>Donna Harris</td>
<td>US Postal Inspection Service</td>
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<tr>
<td>Art Mason</td>
<td>Lifespan of Greater Rochester</td>
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<tr>
<td>Ellice Matza</td>
<td>New York State Office of Mental Health</td>
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<tr>
<td>Tim Murphy</td>
<td>Orange Co. Department of Social Services</td>
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<tr>
<td>Paul Noonan</td>
<td>New York State Office of Alcoholism and Substance Abuse Service</td>
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<tr>
<td>Paula O'Brien</td>
<td>New York State Department of Consumer Protection</td>
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<tr>
<td>Marie Philip</td>
<td>New York City Human Resources Administration</td>
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<tr>
<td>Stacey Plichta</td>
<td>CUNY School of Public Health &amp; Health Policy</td>
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<tr>
<td>Erin Purcell</td>
<td>New York State Office for the Aging</td>
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<td>Lisa Rachmuth</td>
<td>New York City Human Resources Administration</td>
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<tr>
<td>Betty Rabideau</td>
<td>Clinton Co. Department of Social Services</td>
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<tr>
<td>Geoffrey Rogers</td>
<td>Brookdale Center for Healthy Aging at Hunter College</td>
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<tr>
<td>Alice Rudnick</td>
<td>New York State Unified Court System</td>
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<tr>
<td>Scott Speanburg</td>
<td>New York State Office for the Prevention of Domestic Violence</td>
</tr>
<tr>
<td>Morgan Thurston</td>
<td>Onondaga Department of Law</td>
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</tbody>
</table>

Liciele Blunte, Michael Cahill, Deborah Greenfield, Susan Hollander, Brenda Jones, Alan Lawitz, Lisl Maloney, Paula Vielkind, Anthony Lareau
# AGENDA

## Article 81 Training – Wednesday, November 1, 2017

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00am - 5:00pm</td>
<td>Pre-Intensive Legal Training: Article 81 Guardianship for Commissioners, Case Workers, and County Attorneys</td>
</tr>
<tr>
<td>9:00am - 5:00pm</td>
<td>Supervisory Pre-Intensive Training: Fundamentals of APS Supervision</td>
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## Day 1 – Thursday, November 2, 2017

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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</thead>
<tbody>
<tr>
<td>9:00am</td>
<td>Registration Begins</td>
</tr>
<tr>
<td>9:00am - 12:00pm</td>
<td>Supervisory Pre-Intensive Training: Fundamentals of APS Supervision (continued)</td>
</tr>
<tr>
<td>10:30am - 12:00pm</td>
<td>Workshop Session 1</td>
</tr>
<tr>
<td>12:15pm - 1:30pm</td>
<td>Welcome Luncheon: Opening Remarks and Keynote Presentation by Holly Ramsey-Klawsnik, PhD</td>
</tr>
<tr>
<td>1:45pm - 3:15pm</td>
<td>Workshop Session 2</td>
</tr>
<tr>
<td>3:30pm - 5:00pm</td>
<td>Workshop Session 3</td>
</tr>
<tr>
<td>5:30pm</td>
<td>Short Film Presentation and Networking</td>
</tr>
</tbody>
</table>

## Day 2 – Friday, November 3, 2017

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:30am - 9:00am</td>
<td>Breakfast</td>
</tr>
<tr>
<td>9:00am - 10:00am</td>
<td>Plenary Session: How to Combat Loneliness and Its Devastating Outcomes Among Older Individuals Alan S. “Chip” Teel, MD &amp; Linda Tetor</td>
</tr>
<tr>
<td>10:30am - 12:00pm</td>
<td>Workshop Session 4</td>
</tr>
<tr>
<td>12:15pm-1:15pm</td>
<td>Lunch and Closing Remarks</td>
</tr>
<tr>
<td>1:30pm - 3:00pm</td>
<td>Workshop Session 5</td>
</tr>
</tbody>
</table>
The Article 81 Guardianship

The Article 81 Guardianship for Commissioners, Adult Protective Services Supervisors, Case Workers, and County Attorneys training is an all-day in-depth look at Article 81, focusing on the role of Adult Protective Services in the guardianships. In particular, subjects covered will include:

- Pre-guardianship (APS as the petitioner, or as an appointed guardian, the court evaluator or attorney for the Alleged Incapacitated Person)
- Pleadings
- Special remedies available under the statute
- Post-appointment Procedures
- Duties and responsibilities of the guardian
- Preparation of Initial and Annual reports.

The training will also focus on current guardianship issues such as:

- Adult Abuse and Guardianship Remedies
- HIPAA/Confidentiality
- The Mentally Impaired
- End of Life Issues
- Housing Issues

The completion of this training satisfies NYS Office of Court Administration requirements for Article 81 Guardianship Training. Attorneys will qualify for Continuing Legal Education (CLE) credits upon completion.

**Presenter: Morgan Thurston, Esq., Assistant Welfare Attorney, Onondaga County Department of Law Organization**
The Fundamentals of Supervision

The Fundamentals of Supervision training is a mandated training for Adult Protective Services supervisors. This training will address the following topics:

- Leadership Skills
- Team Building
- Coaching Skills
- Performance Appraisal
- Time Management

*This training will conclude at 12:00 noon on Thursday, November 2, 2017*
Program Overview - Tracks

Workshop tracks will enable participants to explore selected topics from different perspectives. Tracks are highlighted in different colors. 2017 AATI Tracks:

- **Social Isolation** - highlighted in RED
- **Financial Exploitation** - highlighted in GREEN
- **Law Enforcement and Domestic Violence** - highlighted in BLUE.

## Social Isolation

101: What is REST?
108: In and Out of the Closet: Addressing the Needs of LGBTQI Elders
201: Social Isolation or Self-Neglect: When Sociocultural Norms Give Rise to Risk (Part 1)
203: Isolated Caregivers and Care Receivers: Challenges and Supports
301: Social Isolation or Self-Neglect: When Sociocultural Norms Give Rise to Risk (Part 2)
304: Working with LGBT Older Adults
402: Mitigating the Social Isolation of Older Adults Returning Home After Incarceration (Part 1)
409: Senior Connections: Isolation and the Impact of Social Connectedness on the Mental Health of Older Adults
410: Social Isolation and Withdrawal Among Veterans
502: Mitigating the Social Isolation of Older Adults Returning Home After Incarceration (Part 2)

*See also 507: Social Isolation Among Older Addicted and Mentally Ill Adults: How Can We Help?*

## Financial Exploitation

102: Early Dementia in Isolated Older Adults - A Window for Intervention
103: The Intersection of Social Isolation and Financial Exploitation
204: Recognizing and Preventing Frauds and Scams That Target Older Adults
208: Creative Prosecution on Financial Exploitation Cases
307: Clinton County's Financial Exploitation Task Force: A Multidisciplinary Approach

## Law Enforcement and Domestic Violence

104: The NYS Justice Center for the Protection of People with Special Needs: An Overview
106: Persons with Disabilities: Law Enforcement Response and Service Provider Overview
206: Elder Adult Dialogue and Mediation
303: Anatomy of a Fraud
305: Physiological Responses of Truthful and Deceptive Persons
306: Law Enforcement and the Aging Population: Challenges and Opportunities
401: Intergenerational Aspects of Family Violence (Part 1)
501: Intergenerational Aspects of Family Violence (Part 2)
507: Social Isolation Among Older Addicted and Mentally Ill Adults: How Can We Help?
### Session 1 Workshops
**10:30am - 12:00pm**

<table>
<thead>
<tr>
<th>Session</th>
<th>Room</th>
<th>Topic</th>
<th>Speaker(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>101</td>
<td>Salon F</td>
<td>What is REST?</td>
<td>Doris Green, MPA</td>
</tr>
<tr>
<td>102</td>
<td>Colonie Room</td>
<td>Early Dementia in Isolated Older Adults - A Window for Intervention</td>
<td>Paul Caccamise, LMSW, ACSW &amp; Amanda Leis</td>
</tr>
<tr>
<td>103</td>
<td>Schenectady Room</td>
<td>The Intersection of Social Isolation and Financial Exploitation</td>
<td>Karen P. Turner, Esq., Joseph Marcus &amp; Donna Harris</td>
</tr>
<tr>
<td>104</td>
<td>Salon H</td>
<td>The NYS Justice Center for the Protection of People with Special Needs: An Overview</td>
<td>Randal L. Holloway</td>
</tr>
<tr>
<td>106</td>
<td>Troy Room</td>
<td>Persons with Disabilities: Law Enforcement Response and Service Provider Overview</td>
<td>David V. Whalen</td>
</tr>
<tr>
<td>107</td>
<td>Salon G</td>
<td>Multidisciplinary Team Collaborative Follow-up Strategies</td>
<td>Jenny Ackley, MSW, Melanie Carden, Esq., Betsy Fener, LMSW, Lori DiCaprio-Lee, Mary Panighetti &amp; Morgan Thurston, Esq.</td>
</tr>
<tr>
<td>108</td>
<td>Albany Room</td>
<td>In and Out of the Closet: Addressing the Needs of LGBTQI Elders</td>
<td>Donna Cooper, Deborah Holt-Knight &amp; Elana Redfield</td>
</tr>
<tr>
<td>109</td>
<td>Salon C</td>
<td>Speak Now or Forever Wish You Did!</td>
<td>Tim Murphy, Brian Creacy, Patrick Hand, Martha Hart, Ternesia Calhoun, Carmen Hernandez, Linda Glenn &amp; Lisl Maloney</td>
</tr>
<tr>
<td>110</td>
<td>Salon B</td>
<td>The Practical Application of Ethical Considerations in APS Casework: How to Stay On Course When The Rubber Hits The Road</td>
<td>Alan Lawitz, Esq. &amp; John Fella</td>
</tr>
</tbody>
</table>
Opening Remarks

Daniel Gardner, PhD, LCSW, Interim Director, Brookdale Center for Healthy Aging
Alan J. Lawitz Esq., Director, Bureau of Adult Services, New York State Office of
Children and Family Services
Sheila Poole, Acting Commissioner, New York State Office of Children and Family Services
Greg Olsen, Acting Commissioner, New York State Office for the Aging

Keynote Presentation

The Role and Relationship of Social Isolation to Self Neglect
Holly Ramsey-Klawsnik, PhD, Director of Research,
National Adult Protective Services Association
<table>
<thead>
<tr>
<th>Session 2 Workshops</th>
<th>1:45pm - 3:15pm</th>
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</thead>
</table>
| **Salon B** | Social Isolation or Self-Neglect: When Sociocultural Norms Give Rise to Risk (Part 1)  
*Meies Matz, MPH* |
| **Salon C** | Anatomy of a Guardianship (Part 1)  
*Tim Murphy* |
| **Salon G** | Isolated Caregivers and Care Receivers: Challenges and Supports  
*Doris Green, MPA & Katy Allen, MPA* |
| **Troy Room** | Recognizing and Preventing Frauds and Scams That Target Older Adults  
*Gary Brown, Esq. & Donna Harris* |
| **Salon F** | HIPAA Implications for Frontline Service Providers  
*Theresa Montini, MSW, PhD* |
| **Salon A** | Elder Adult Dialogue and Mediation  
*Alice Rudnick, MPA & Sarah Rudgers-Tysz, Esq.* |
| **Albany Room** | Trauma and Older Adults  
*Paul Caccamise, LMSW, ACSW & Misty Boldt, LMSW* |
| **Colonie Room** | Creative Prosecution on Financial Exploitation Cases  
*Candy Vogel, Esq. & Heather Hines, Esq.* |
| **Schenectady Room** | Older Adults and Sexual Health: A Guide for Aging Services Providers  
*Robert Curry, M.S. Ed. & Erin A. Purcell* |
| **Salon H** | Falls Prevention  
*John Nowinski* |
| **Empire Room** | Clinical Aspects of Supervising Casework Practice  
*Holly Ramsey-Klowsnik, PhD* |

Welcome Luncheon (*Salon DE*) – 12:15pm - 1:30pm
### Session 3 Workshops
3:30pm - 5:00pm

<table>
<thead>
<tr>
<th>Room</th>
<th>Workshop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salon B</td>
<td>Social Isolation or Self-Neglect: When Sociocultural Norms Give Rise to Risk (Part 2)</td>
</tr>
<tr>
<td></td>
<td>Meies Matz, MPH</td>
</tr>
<tr>
<td>Salon C</td>
<td>Mock Guardianship Hearing (Part 2)</td>
</tr>
<tr>
<td></td>
<td>Morgan Thurston, Esq. &amp; Mary Teator, Esq.</td>
</tr>
<tr>
<td>Troy Room</td>
<td>Anatomy of a Fraud</td>
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<tr>
<td></td>
<td>Hope Cerda &amp; Donna M. Harris</td>
</tr>
<tr>
<td>Albany Room</td>
<td>Working with LGBT Older Adults</td>
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<tr>
<td></td>
<td>Teresa Theophano, LMSW &amp; Bill Mendez, MSW</td>
</tr>
<tr>
<td>Salon F</td>
<td>Physiological Responses of Truthful and Deceptive Persons</td>
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<tr>
<td></td>
<td>Deputy Chief of Police Richard C. Downs</td>
</tr>
<tr>
<td>Salon A</td>
<td>Law Enforcement and the Aging Population: Challenges and Opportunities</td>
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<tr>
<td></td>
<td>Rana Meehan, LMHC, MPA &amp; Carrie Wong, LMSW</td>
</tr>
<tr>
<td>Salon H</td>
<td>Clinton County’s Financial Exploitation Task Force: A Multidisciplinary Approach</td>
</tr>
<tr>
<td></td>
<td>Betty Rabideau, Mary Kate Gardner, Nicholas Parr, Esq., Suzette Pavone &amp; Carman Rotella</td>
</tr>
<tr>
<td>Salon G</td>
<td>The Social Determinants of Mental Health</td>
</tr>
<tr>
<td></td>
<td>Michael Compton, M.D. M.P.H.</td>
</tr>
<tr>
<td>Colonie Room</td>
<td>E-MDT's: Time Effective, Cost Effective</td>
</tr>
<tr>
<td></td>
<td>Allison Granata, Peg Horan, LMSW, Betsy Fener, LMSW &amp; Kathy Kanaley, EMDT</td>
</tr>
<tr>
<td>Schenectady Room</td>
<td>Self-Care and Stress Management for Adult Protective Services Workers</td>
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<td>Stacey B. Plichta, ScD, CPH</td>
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**Short Film Presentation and Networking**
5:30pm (Empire Room)
## Session 4 Workshops

**10:30am - 12:00pm**

<table>
<thead>
<tr>
<th>Workshop Code</th>
<th>Room</th>
<th>Title</th>
<th>Speaker(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>401</td>
<td>Salon A</td>
<td>Intergenerational Aspects of Family Violence (Part 1)</td>
<td>Lisa Rachmuth, LMSW &amp; Linda Drummond Johnson</td>
</tr>
<tr>
<td>402</td>
<td>Salon C</td>
<td>Mitigating the Social Isolation of Older Adults Returning Home After Incarceration (Part I)</td>
<td>Theresa Montini, MSW, PhD, Jamie Frankenberg, LMSW, &amp; William Seals, MPS</td>
</tr>
<tr>
<td>403</td>
<td>Salon G</td>
<td>Tell Me More About That: What Matters Most is What Matters to the Client: The Role of Cultural Humility in Motivational Interviewing</td>
<td>David Matz, MPA</td>
</tr>
<tr>
<td>404</td>
<td>Salon F</td>
<td>Impact of Health Care System Changes on Adult Protective Services: Update 2017</td>
<td>John Fella, Irene Kurlander, Tim Murphy, Carmen Hlosta, &amp; Michael Cahill, PhD</td>
</tr>
<tr>
<td>405</td>
<td>Salon B</td>
<td>Beyond Cultural Awareness: Bridging the Gap Between Organizational Expectations and Real Life Realities to Create Cultural Safety</td>
<td>Meies Matz, MPH</td>
</tr>
<tr>
<td>406</td>
<td>Troy Room</td>
<td>How Not To Take Your Clients Home With You</td>
<td>Melissa Roberts, MSEd MHC</td>
</tr>
<tr>
<td>407</td>
<td>Schenectady Room</td>
<td>Young Adults at Risk for Sexual Exploitation and Sex Trafficking: Sex Trafficking: The Modern Day Slavery</td>
<td>Melanie Puorto-Conte</td>
</tr>
<tr>
<td>408</td>
<td>Salon H</td>
<td>Fight the Bite! Bed Bug IPM</td>
<td>Joellen Lampman</td>
</tr>
<tr>
<td>409</td>
<td>Colonie Room</td>
<td>Senior Connections: Isolation and the Impact of Social Connectedness on the Mental Health of Older Adults</td>
<td>Kim Van Orden, PhD &amp; Jody Rowe</td>
</tr>
<tr>
<td>410</td>
<td>Albany Room</td>
<td>Social Isolation and Withdrawal Among Veterans</td>
<td>S. Paul Noonan, MPA, Lt. Sharon Gingola, LCSW &amp; Jordonna Mallach</td>
</tr>
</tbody>
</table>
### Session 5 Workshops
1:30pm - 3:00pm

<table>
<thead>
<tr>
<th>Session</th>
<th>Location</th>
<th>Topic</th>
<th>Presenters</th>
</tr>
</thead>
<tbody>
<tr>
<td>501</td>
<td>Salon A</td>
<td>Intergenerational Aspects of Family Violence (Part 2)</td>
<td>Lisa Rachmuth, LMSW &amp; Linda Drummond Johnson</td>
</tr>
<tr>
<td>502</td>
<td>Salon C</td>
<td>Mitigating the Social Isolation of Older Adults Returning Home After Incarceration (Part 2)</td>
<td>Theresa Montini, MSW, PhD, Jamie Frankenberg, LMSW, &amp; William Seals, MPS</td>
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<tr>
<td>503</td>
<td>Salon B</td>
<td>Decision Trees: A Tool for Engaging the Community in Assisting Older Vulnerable Adults</td>
<td>Mary Anne Corasiniti, Jenny Ackley, MSW, Elaine M. Brown, Sarah Reckess, Esq., &amp; Morgan Thuston, Esq.</td>
</tr>
<tr>
<td>504</td>
<td>Salon F</td>
<td>APS and Teaming with Child Welfare</td>
<td>Tim Murphy &amp; Tracy A. Wager</td>
</tr>
<tr>
<td>505</td>
<td>Schenectady Room</td>
<td>Understanding Alzheimer's and Effective Communication Techniques</td>
<td>Maura Fleming, BSW</td>
</tr>
<tr>
<td>506</td>
<td>Albany Room</td>
<td>Elder Abuse Shelters: What Works in Your Community?</td>
<td>Brooke Santoro, Katie Earl &amp; Art Mason</td>
</tr>
<tr>
<td>507</td>
<td>Troy Room</td>
<td>Social Isolation Among Older Addicted and Mentally Ill Adults: How Can We Help?</td>
<td>Nicole S. Macfarland, PhD</td>
</tr>
<tr>
<td>508</td>
<td>Colonie Room</td>
<td>Older Adults and Opioids: A State Response</td>
<td>Belinda M. Greenfield, PhD &amp; J. Paul Noonan, MPA</td>
</tr>
<tr>
<td>509</td>
<td>Salon G</td>
<td>Best Practices and Practical Approaches for Dementia Capability</td>
<td>Erica K. Salamida</td>
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</tbody>
</table>

### Lunch and Closing Remarks
(Salon DE) – 12:15pm - 1:15pm
Workshop 101
What is REST?

Doris Green, MPA, Director of the New York State Caregiving and Respite Coalition

Respite Education and Support Tools (REST) Program is a program designed to provide temporary relief to caregivers in both the home and planned settings. REST training prepares volunteers to build caring relationships, handle crisis, and overcome communication obstacles. REST participants learn safety practices, acquire an overview of disabilities and learn how to create a positive atmosphere in respite situations. Caregivers can become isolated and lonely. This makes respite so important for caregivers. This workshop will explain how your agency can get involved with the REST initiative.

Workshop 102
Early Dementia in Isolated Older Adults - A Window for Intervention

Paul Caccamise, LMSW, ACSW, Vice President for Program, Lifespan of Greater Rochester
Amanda Leis, Money Management Program Consultant

Early stage dementia, sometimes referred to as Mild Cognitive Impairment (MCI), often manifests first as problems related to finances which can include unpaid rent, mortgages, taxes, and utility bills and can have a negative impact on quality of life. This workshop will focus on the early stage “window of opportunity,” typically two to four years, and interventions that can prevent a downward spiral and delay or even eliminate the need for involuntary measures. Lifespan and the State Office for the Aging are engaged in a multi-year study of money management in NY State that seeks to increase practical, on-the-ground statewide solutions.

Workshop 103
The Intersection of Social Isolation and Financial Exploitation

Karen P. Turner, Esq., Senior Assistant District Attorney, Kings County District Attorney
Joseph Marcus, Postal Inspector, US Postal Inspection Service - New York Division
Donna Harris, Public Information Representative US Postal Inspection Service

This workshop will discuss the impact of isolation on vulnerable adults and how this can lead to financial exploitation. Participants will learn the concept behind isolating adults to perpetrate a fraudulent scheme, the warning signs and symptoms of this tactic, and how to protect yourself and those you care for from this devious practice.
Workshop 104
The NYS Justice Center for the Protection of People with Special Needs: An Overview

Randal L. Holloway, Law Enforcement Training Academy, SOA Coordinator, Justice Center for the Protection of People with Special Needs

The NYS Justice Center is committed to supporting and protecting the health, safety, and dignity of all people with special needs and disabilities through advocacy of their civil rights, prevention of mistreatment, and investigation of all allegations of abuse and neglect so that appropriate actions are taken. This workshop will provide an overview of the NYS Justice Center including their role in the criminal justice, service provider and advocacy communities and ways they can collaborate to protect all people with special needs or disabilities.

Workshop 105
Advanced Directives and Powers of Attorney: Understanding The Documents, Their Authority, and Their Impact on Those Using and Relying on Them

JulieAnn Calareso, Esq, Burke & Casserly, P.C.

Understanding the scope of the various legal and medical advanced directives is an important part of advocating for and protecting the rights of the older adults. Discussions will include various documents such as Health Care Proxy, Living Will, Medical Orders for Life Sustaining Treatment, Do Not Resuscitate Orders, Nomination of Guardian, Designation of Agent to Handle Disposition of Remains, and Financial Power of Attorney. We will use recent case law to understand the limits of each and discuss the individual rights protected when these documents are in place.

Workshop 106
Persons with Disabilities: Law Enforcement Response and Service Provider Overview

David V. Whalen, Project Director, Niagara University - First Responder Disability Awareness Training

The ability to respond to individuals with disabilities has posed varying challenges to law enforcement across the country. High profile cases have exposed the need for more awareness and education regarding the characteristics and challenges some individuals pose. This presentation brings together education about disabilities while enhancing sensitivity. This workshop will discuss 'disabilities defined' and appropriate response(s), characteristics of, and how to identify disabilities, the role of caregivers and service providers, the perspective of the disability community, victimization, challenging behaviors and how to address them, etiquette and interaction skills.
Workshop 107
Multidisciplinary Team Collaborative Follow-up Strategies

Jenny Ackley, MSW - Project Coordinator- Abuse in Later Life, Vera House Inc
Melanie Carden, Esq., Senior Assistant District Attorney and Bureau Chief - Economic Fraud & Rackets Bureau, Onondaga County District Attorney’s Office
Betsy Ferner, LMSW, E-MDT Coordinator, Vera House
Lori DiCaprio-Lee, Elder Advocate, Vera House
Mary Panghetti, Director, Onondaga County, Adult Protective Services

Multidisciplinary Teams (MDTs) are groups of professionals from diverse systems coming together to review, discuss and coordinate cases of elder abuse, neglect and exploitation. Presenters will share their experiences, strategies and lessons learned in following up on MDT cases.

Workshop 108
In and Out of the Closet: Addressing the Needs of LGBTQI Elders

Donna Cooper, Training Director, New York City Adult Protective Services, Office of Policy, Procedures and Training
Deborah Holt-Knight, Deputy Commissioner, New York City, Adult Protective Service
Elana Redfield, Director of Lesbian, Gay, Bisexual, Transgender, Questioning, and Intersex Affairs, NYC Department of Social Services

Lesbian, Gay, Bisexual, Transgender, Questioning and Intersex (LGBTQI) people have never been more accepted in American society – and yet they continue to face significant barriers and a high risk of isolation. This workshop will discuss some of the concerns facing LGBTQI older adults as they navigate these barriers, including a discussion of the evolving nature of gender and sexuality, and an emphasis on better access to social services, especially Adult Protective Services.
Workshop 109
Speak Now or Forever Wish You Did!

Tim Murphy, Adult Protective Services Supervisor, Orange County, Orange County Department of Social Services
Brian Creacy, Adult Protective Services Unit Supervisor, Westchester County Department of Social Services
Patrick Hand, Adult Protective Services Supervisor, St. Lawrence County Department of Social Services
Martha Hart, Adult Protective Services Supervisor, Ontario County Department of Social Services
Ternesia Calhoun, Adult Protective Services Deputy Director, Queens Human Resources Administration
Carmen Hernandez, Adult Protective Services Director, Manhattan South Human Resources Administration
Linda Glenn, Adult Protective Services Supervisor, Cattaraugus County Department of Social Services
Workshop facilitator: Lisl Maloney, Adult Services Specialist II, New York State Office of Children and Family Services

Adult Protective Services (APS) is a unique environment. Despite the fact that all APS jurisdictions in New York State work within the same regulatory parameters, certain aspects of practice may vary from district to district. The intention of this workshop is to create a forum where APS workers will have an opportunity to ask questions and discuss important issues. This is a highly interactive, audience-driven workshop. So, gather up your thoughts and burning questions and join this positive, thought provoking and inspiring discussion!

Workshop 110
The Practical Application of Ethical Considerations in APS Casework: How to Stay On Course When The Rubber Hits The Road

Alan Lawitz, Esq., Director, Bureau of Adult Services, NYS Office of Children & Family Services
John Fella, Deputy Commissioner, Rockland County Department of Social Services

This workshop will discuss some of the ethical issues that arise when Adult Protective Services (APS) workers seek to balance the client’s safety, the client’s right of self-determination, and the use of involuntary interventions. We will explore dilemmas that arise in APS cases, the different issues involved in these situations using an ethical framework and how to make reasoned argument for our casework decisions. This will be an interactive workshop, so come ready to dig in and debate some tough issues!
The Role and Relationship of Social Isolation to Self Neglect

Holly Ramsey-Klawsnik, PhD
Director of Research, National Adult Protective Services Association

Dr. Holly Ramsey-Klawsnik, PhD, is a sociologist researcher; licensed marriage and family therapist; and licensed certified social worker. Her research, practice and staff training address investigating alleged abuse, interviewing skills, casework intervention and supervision, mental health and mental capacity, domestic violence and sexual assault, victimization in facilities, poly victimization, trauma-informed care, and self-neglect. The author of extensive journal articles, book chapters, training curricula, and technical assistance materials, she is the Director of Research and Self-Neglect Project Director for the National Adult Protective Services Association.
Workshop 201
Social Isolation or Self-Neglect:
When Sociocultural Norms Give Rise to Risk (Part 1)

Meies Matz, MPH, DHS Office of Director & Policy, DHS/OHA Shared Service

Session I will explore what the research shows regarding sociocultural norms that may inhibit help seeking by vulnerable populations of color, and explore biases that can impede effective implementation of best practice, and how these perceptions both increase risk and compound harm for the culturally/linguistically/racially diverse families served.

Workshop 202
Anatomy of a Guardianship (Part 1)

Tim Murphy, APS Supervisor Orange County, Orange County DSS

The process leading up to a guardianship: This workshop will demonstrate how a County decides to commence a guardianship and what steps are taken using mock cases and discussion.

Workshop 203
Isolated Caregivers and Care Receivers: Challenges and Supports

Doris Green, MPA, Coordinator New York State Caregiving and Respite Coalition, Lifespan of Greater Rochester
Katy Allen, MPA, Director Finger Lakes Caregiver Institute, Lifespan of Greater Rochester

Caregiving for another individual, even for a partner or other family member, can be a very lonely and isolating experience. Caregivers can experience physical fatigue, depression and other poor physical and mental health outcomes. In this workshop presenters will discuss programs and strategies to support informal caregivers in their role so that they can provide optimal care to others who depend on them and participants will learn about the comprehensive services available through the Alzheimer’s Caregiver Support Initiative.

Workshop 204
Recognizing and Preventing Frauds and Scams That Target Older Adults

Gary Brown, Esq., Statewide Elder Abuse Coordinator Office of the New York Attorney General
Donna Harris, Public Information Representative U.S. Postal Inspection Service

In this workshop on elder financial abuse, two experts in the field from the United States Postal Inspection Service and the New York Attorney General’s Office will take you behind the scenes to reveal the latest techniques being used to defraud vulnerable older adults by mail, phone, Internet and in person, and will outline how caseworkers can spot the warning signs, help prevent clients from being victimized, and work effectively with law enforcement in the prosecution of scam cases.
Workshop 205
HIPAA Implications for Frontline Service Providers

Theresa Montini, MSW, PhD, Director of Research, Brookdale Center for Healthy Aging

Often when working with older adults and their caretakers, public and private sector service providers need access to protected health information. HIPAA allows patients to share their health information with caretakers and has built-in privacy exceptions for criminal investigations and special provisions for psychiatric and substance abuse records. Often social service professionals, law enforcement, attorneys, and financial professionals meet resistance from health care providers who over-interpret and over-comply with HIPAA to the detriment of the well-being of vulnerable adults. In this interactive session, participants will increase their knowledge base regarding how HIPAA can be used to gain access to needed protected health information, and share their experiential knowledge about effective strategies to gain legal access to essential information.

Participants who plan to attend this workshop are advised to read this brief prior to attending:

Workshop 206
Elder Adult Dialogue and Mediation

Alice Rudnick, MPA, Principal Court Analyst, New York State Unified Court System, Office of Alternative Dispute Resolution
Sarah Rudgers-Tysz, Esq., Executive Director, Mediation Matters

Managing the dynamics between family members when an adult is aging and facing new challenges can be overwhelming. Add the presence of multiple partners, service providers and case workers, and the situation can become incredibly complicated. This workshop explores ways to adapt your existing skills for difficult conversations and conflict. We will discuss how the mediation process can achieve all of those goals and you will learn what resources already exist in your local communities to help you with these situations.

Workshop 207
Trauma and Older Adults

Paul Caccamise, LMSW, ACSW, Vice President for Program, Lifespan of Greater Rochester
Misty Boldt, LMSW, Social Worker, Elder Abuse Prevention Program, Lifespan of Greater Rochester

Trauma can have a prolonged impact on a person’s physical and social well-being throughout their life. For those who work with vulnerable older adults, it is essential to understand the role of past and current trauma in the lives of clients to support them competently. In this workshop two specialists in trauma-informed care will discuss the different forms trauma can take and how the experience of traumatization can affect older persons. They will also discuss how you or your organization can be trauma-responsive and what you can do to help older victims address their own trauma and how you can protect yourself from the risks of “vicarious or co-victimization.”
Workshop 208  
Creative Prosecution on Financial Exploitation Cases  

Candy Vogel, Esq., Chief, Erie County District Attorney's Office, Special Investigations and Prosecutions Bureau  
Heather Hines, Esq., Assistant District Attorney, Ontario County  

Two Assistant District Attorneys will review how Adult Protective Services, NYS Office for the Aging and other professionals can reframe cases of financial abuse of older victims and use existing criminal and civil laws to advocate for legal interventions. Examples from actual cases will be used to illustrate the process engaging law enforcement and prosecutors.

Workshop 209  
Older Adults and Sexual Health: A Guide for Aging Services Providers  

Robert Curry, M.S. Ed., Contract Manager, HIV Education and Training Program, New York State Department of Health AIDS Institute  
Erin A. Purcell, Aging Services Program Analyst 3, New York State Office for the Aging  

The Older Adults and Sexual Health: A Guide for Aging Services Providers was developed by ACRIA with support from the New York State Department of Health (NYSDOH) AIDS Institute, in collaboration with the New York State Office for the Aging (NYSOFA). Many health care providers assume older adult patients are no longer having sex, or are not at risk for contracting HIV or other sexually transmitted infections (STIs). This workshop will introduce this guide as both a content and training resource for aging providers. Topics will include the role of AAA's and aging providers in addressing health and wellness issues of older adults; HIV and the statewide “Ending the Epidemic Initiative” framework for addressing sexual health in older adults; an overview of the Guide; sexual activity and healthy aging; special considerations for LGBTQI and minority older adults; as well as how to plan and conduct a sexual health discussion with older adults.

Workshop 210  
Falls Prevention  

John Nowinski EMT-P, Injury Prevention Coordinator/EMS Liaison, Orange Regional Medical Center  

In the United States the second leading result of preventable injury is a fall and in the Hudson Valley region of New York, it is number one. This workshop will introduce you to the complex world of falls and offer some resources to continue education. Falls prevention is unfortunately not as simple as asking someone to be more careful and it consists of many factors which are different for everyone. We will identify the common risks for falls, discuss how to become aware of the risks and identify the tools needed to address falls.
Workshop 211
Clinical Aspects of Supervising Casework Practice
Holly Ramsey-Klawnik, PhD

Supervisors face multiple challenges in helping to insure the smooth operation of their program and that clients are effectively served. This session will address the clinical aspects of supervising caseworkers, specifically, (1) guiding workers as they gather, analyze, and apply information regarding client safety and functioning in order to conduct thorough assessments and investigations, and (2) overseeing the development and implementation of effective intervention plans for clients deemed at-risk. We will address evaluating worker capabilities and mentoring tips to facilitate worker development along with supervisory tools and techniques. Suggestions will be provided for helping workers to avoid either under- or over-using supervision. Supervisors are encouraged to bring issues to the session that they would like to discuss.
Workshop 301
Social Isolation or Self-Neglect: When Sociocultural Norms Give Rise to Risk (Part 2)

Meies Matz, MPH, DHS Office of Director & Policy, DHS/OHA Shared Service

Session II will discuss building a cohort of effective tools for organizations to use when working with vulnerable populations outside of our sphere of knowledge and comfortability when assessing for harm by taking into account historical and societal structures that lend themselves to social isolation masked as self-neglect.

Workshop 302
Mock Guardianship Hearing (Part 2)

Morgan Thurston, Esq., Assistant Welfare Attorney, Onondaga County Department of Law
Mary Teator, Esq., Assistant County Attorney, Monroe County

This workshop will illustrate aspects of actual Article 81 Guardianship proceedings through mock testimony and interaction.

Workshop 303
Anatomy of a Fraud

Hope Cerda, Postal Inspector
Donna M. Harris, Public Information Representative

Join Postal Inspectors and their law enforcement partners for a Q & A on how to recognize and report a victim of fraud. In this workshop we will discuss the anatomy of fraud, the elements of fraud, why criminals choose certain victims and the resources available to report fraud. Bring your clients’ questionable mail, solicitations and any notices received that seem “too good to be true.” Postal Inspectors will be on-hand to evaluate these offers.

Workshop 304
Working with LGBTQI Older Adults

Teresa Theophano, LMSW, Assistant Director of Care Management Services, Services and Advocacy for GLBT Elders
Bill Mendez, MSW, Care Manager, Services and Advocacy for GLBT Elders

This workshop will discuss creating safe and inclusive services for the Lesbian, Gay, Bisexual, Transgender, Questioning and Intersex (LGBTQI) population. We will explain the terms LBGTQI; help attendees understand why LGBTQI older adults may hide their identity; talk about how to incorporate LGBTQI concerns into person-directed care; and provide information on best practices and further resources.
Workshop 305
Physiological Responses of Truthful and Deceptive Persons

Deputy Chief of Police Richard C. Downs, Greece Police Department, Rochester, NY

This workshop will explore physiological responses of truthful and deceptive persons and offer techniques for conducting an investigative interview with a primary focus on determining truthfulness and deceptiveness. The training will benefit Adult Protective Services staff conducting investigations by teaching them what to look for so they can get the most out of their investigative interviews. Group discussions and questions are encouraged.

Workshop 306
Law Enforcement and the Aging Population: Challenges and Opportunities

Rana Meehan LMHC, MPA, Director, Mental Health/Criminal Justice Collaboration Unit, NYS Office of Mental Health, Division of Forensic Services
Carrie Wong, LMSW Instructor, Mental Health/Criminal Justice Collaboration Unit, Division of Forensic Services, NYS Office of Mental Health, Catholic Charities of the Diocese of Ogdensburg

Police are increasingly involved in incidents involving older adults in which aging-related conditions play a critical role. This workshop is designed to provide an overview of aging-related conditions, indicators of emotional distress, effective communication strategies and the role of collaboration amongst community partners. This workshop will help to improve police officers’ knowledge of aging-related health; identify challenges police experience in their encounters with older adults; and describe strategies for how to address those challenges.

Workshop 307
Clinton County's Financial Exploitation Task Force: A Multidisciplinary Approach

Betty Rabideau, Adult Protective Services Supervisor Clinton County Dept. Social Services
Mary Kate Gardner, Project Director, Clinton and Essex Counties RSVP, Catholic Charities of the Diocese of Ogdensburg
Nicholas Parr, Esq., Staff Attorney, Legal Aid Society of Northeastern New York
Carman Rotella, Patrolman, Plattsburgh Police Department
Suzette Pavone, Banking Officer/Branch Manager, NBT Bank

Service providers in Clinton County have recognized that isolated adults in the community are being financially exploited. A multidisciplinary team was formed to combat this problem. This workshop is being presented by some members of the Clinton County Task Force who will discuss the formation of the Task Force, its creation, and the issues faced in the process of becoming established. The Task Force reviews case studies and shares information in an effort to provide additional information and support to service providers involved.
Workshop 308
The Social Determinants of Mental Health

*Michael Compton, M.D., M.P.H.*, Medical Director for NYS Office of Mental Health, Co-Editor of *The Social Determinants of Mental Health*

Society plays a prominent role in creating and shaping mental illnesses and is in a position to improve mental health and reduce risk for mental illnesses. Where an individual, family, community, or society is located on the continuum from health and wellness to illness and infirmity is multidetermined. Although genetic and biological factors are key drivers of health and wellness, the contexts of the individual, family, community, and society are also crucial.

Workshop 309
E-MDT’s: Time Effective, Cost Effective

*Allison Granata*, Program Manager, Lifespan of Greater Rochester  
*Peg Horan, LMSW*, Elder Abuse Prevention Specialist/MDT Coordinator, New York City Elder Abuse Center  
*Betsy Ferner, LMSW*, EMDT Coordinator, Vera House  
*Kathy Kanaley, EMDT Coordinator, Center for Elder Law & Justice*

This workshop will cover the successful development of four Enhanced Multi-Disciplinary Teams (E-MDT’s) across New York State which review and coordinate interventions for cases of financial exploitation of older victims. Presenters will use examples to show how cases are referred, reviewed and outcomes determined. The issues of confidentiality, how to get key professionals involved, and how this can be replicated in your community will be discussed.

Workshop 310
Self-Care and Stress Management for Adult Protective Services Workers

*Stacey B. Plichta, ScD, CPH*, CUNY Graduate School of Public Health and Health Policy

Adult Protective Services workers experience a great deal of job stress, including high caseloads and exposure to hazards while at work, which can impact their health and job satisfaction. This interactive workshop will help attendees to develop and implement a self-care plan. The plan will include a current assessment of self-care activities, stress and development of a specific, realistic plan for the next year. The workshop will provide information and an introduction to different aspects of self-care including mindfulness, nutrition, sleep, movement, spirituality and community.
Assisted Living Screening and Introduction (*Empire Room*)

**Dan Hunt, Film Director**

Assisted Living follows Leo, an elderly man with mild dementia, as he battles his daughter to keep his money, dignity and independence. The film fluctuates between reality and fantasy telling the story of a man fighting for his life while accepting and embracing his childhood fantasy of becoming a dancer.

Dan Hunt is Assistant Professor of Communication and Media Arts at Marymount Manhattan College. Hunt brings over 20 years of award winning documentary experience as a producer and director whose work focuses on topics as broad as gender and sexuality, prison reform, and environmental sustainability. His work has broadcast on PBS, ABC, Documentary Channel, Logo, and WEtv and screened at film festivals all over the world. Past documentary work has been awarded several Telly Awards, the Cine Golden Eagle Award, Gracie Allen Award given by American Women in Radio and TV, National Association of Education’s Media Award, and nominated for multiple Emmys. Hunt is a Soros Media Fellow and works on the programming team at the Tribeca Film Festival.
How to Combat Loneliness and its Devastating Outcomes Among Older Individuals

Loneliness causes a dramatic increase in functional decline and premature death among US elders. Purposeful Living helps older individuals live longer, maintain their independence, reduces heart attack and stroke, and gives them a reason to better manage their chronic conditions. Dr Teel and his Full Circle America program incorporates a circle of caring, a different attitude, and available technology to create an affordable alternative to unacceptable outcomes.

Allan S. “Chip” Teel, MD

Allan S. “Chip” Teel, MD graduated from Dartmouth College and The University of Vermont Medical College. He trained at the Family Medicine Residency at Lancaster General Hospital in Lancaster, PA and returned to Maine where he has been a family physician in private practice in Damariscotta since 1988. He has a Certificate in Geriatrics and has been Medical Director and provided patient care at Nursing Homes and Assisted Living Facilities. He co-founded the non-profit ElderCare Network of seven, small, home-like, assisted living homes in Lincoln County, Maine in 1995.

His company Full Circle America (FCA) finds way to celebrate the lives of elders and helps them stay at-home, connected to family, friends, community, and personal interests. Using a High Tech, High Touch circle of caring, FCA creates a better balance between the non-medical and medical aspects of living.

As the author of “Alone and Invisible No More,” and an internationally known speaker, Dr. Teel speaks passionately about the need for a new approach in elder care as the economics and demographics of our population demand urgent and innovative action.

Linda M. Totor

Linda M. Totor, Executive Director of Steuben Senior Services Fund, Inc. graduated from Kent State University in Ohio and pursued graduate studies at Cornell and Alfred Universities. She served as the Director of the Steuben County RSVP Program. She is the founding Director of the Steuben County Office for the Aging (SCOFA), where she has worked for over 25 years. After leaving SCOFA in 2010, she was named the Executive Director of Steuben Senior Services Fund. The Steuben Senior Services Fund was established in 2000 to build a resource for aging in place in Steuben County. Since 2015, she has been working with Full Circle America transform the elder care in Steuben County.
Workshop 401
Intergenerational Aspects of Family Violence (Part I)

Lisa Rachmuth, LMSW, Director, Clinical Initiatives and Programming, Emergency Intervention Services, Office of Domestic Violence, New York City Human Resources Administration
Linda Drummond Johnson, Trainer/Consultant, Brookdale Center for Healthy Aging at Hunter College, City University of New York

This workshop focuses on family violence from a multi-generational perspective. The workshop will use a case study to examine the intricacies of working with a family as an Adult Protective Services worker, while coordinating with multiple agencies. Topics will include: assessment, engagement, cycles of violence, safe interviewing practices (for multiple household members), engaging the abuser and worker/client safety planning. Participants will also learn how to use genograms and ecomaps to analyze complex patterns of abuse.

Workshop 402
Mitigating the Social Isolation of Older Adults Returning Home After Incarceration (Part I)

Theresa Montini, MSW, PhD, Director of Research, Brookdale Center for Healthy Aging
Jamie Frankenberg, LMSW, Brookdale Center for Healthy Aging
William Seals, MPS, Brookdale Center for Healthy Aging

Older adults who return to the community after incarceration face distinct challenges, including higher rates of chronic illnesses and mortality, poverty, homelessness, unemployment, and weakened social ties. Frayed social ties to the community after lengthy incarcerations often lead to social isolation. Social service providers may be inherently suspicious of the costs of caring for returning citizens with complex needs, and may lack the requisite knowledge, skills, and training to work effectively with those returning home after incarceration.

Adult Protective Services workers are uniquely positioned to reestablish broken connection, re-engage families, and fortify the social connections of returning citizens. This workshop will give APS workers the tools to launch these efforts. Interactive sessions on criminal justice basics, incarceration and the acceleration of aging, and the trauma of incarceration will enhance APS workers’ skills and knowledge related to working with returning citizens.
Workshop 403
“Tell Me More About That” What Matters Most is What Matters to the Client: The Role of Cultural Humility in Motivational Interviewing

David Matz, MPA, Permanency/International Case Consultant, Office of Child Welfare Programs- Oregon DHS

Motivational Interviewing (MI) is an evidence-based, person-centered counseling model. This workshop will provide participants with a basic understanding of MI skills with a primary focus on the use of reflections drawn from the client’s/customer’s social context (race, language, gender, sexual orientation, nationality, ability, living circumstances, income, level of education, etc.). The first half of the presentation will include an interactive lecture on MI basics and the second half of the presentation will focus on a group exercise.

Workshop 404
Impact of Health Care System Changes on Adult Protective Services: Update 2017

John Fella, Deputy Commissioner, Rockland County Department of Social Services
Irene Kurlander, Deputy Commissioner, Orange County Department of Social Services
Tim Murphy, APS Case Supervisor, Orange County Department of Social Services
Carmen Hlosta, Director of Certification for Medical Assistance (Chautauqua County DSS) and President, Community Alternative Systems Agency Association (CASA) of New York, Chautauqua County Department of Social Services

Moderator: Michael Cahill, PhD, Adult Services Specialist, Bureau of Adult Services, New York State Office of Children and Family Services

This update to last year’s workshop tracks Adult Protective Services (APS) continuing efforts to adapt to ongoing healthcare system changes in New York State, including the advent of Health Homes (OMH), managed care-MLTC (DOH), as well as changes in the developmental disability services system (OPWDD). In this workshop we will discuss the innovative approaches counties have taken or are considering.
Workshop 405
Beyond Cultural Awareness: Bridging the Gap Between Organizational Expectations and Real Life Realities to Create Cultural Safety

Meies Matz, MPH, DHS Office of Director & Policy, DHS/OHA Shared Service

Session III is a guided discussion for administrators, managers, and supervisors will review how emerging research supports the necessity of moving beyond ‘diversity’ to ‘cultural safety’ by having framework for workplace connectedness, strong employee interrelationships, and productive learning environments at all levels in service organizations.

Workshop 406
How Not To Take Your Clients Home With You

Melissa Roberts, MSEd MHC Trauma Counselor Equinox Inc.

This is an interactive workshop that will increase your understanding about vicarious trauma. It will give you the practical tools that will teach you how to have empathy without experiencing secondary trauma and how to practice professional detachment.

Workshop 407
Young Adults at Risk for Sexual Exploitation and Sex Trafficking: Sex Trafficking ...The Modern Day Slavery

Melanie Puorto-Conte, Safe Harbor Coordinator & Resource Developer, Safe Inc.

This comprehensive workshop is designed to help professionals understand sex trafficking and sexual exploitation and to answer the questions: How prevalent is sex trafficking of our young adults in NYS? Who is at risk? What does grooming a victim look like? How do you screen to determine if someone is a victim? What are the resources to help when you suspect or have confirmed someone is a victim?

Workshop 408
Fight the Bite! Bed Bug IPM

Joellen Lampman, Community IPM Extension Support Specialist New York State IPM Program, Cornell University

This presentation will cover basic bed bug biology and the steps of an integrated pest management program for bed bugs. Participants will learn how to identify bed bugs (compared to other arthropods found in the home) and learn strategies to protect themselves when entering residences with bed bugs.
Workshop 409
Senior Connections: Isolation and the Impact of Social Connectedness on the Mental Health of Older Adults

Kim Van Orden, PhD, University of Rochester Medical Center
Jody Rowe, Chief Operating Officer, Lifespan of Greater Rochester

Between 2011 and 2016 Lifespan of Greater Rochester and the University of Rochester Department of Psychiatry partnered on a long term research project funded by the Centers for Disease Control. The research project, The Senior Connection, studied the impact of social connectedness on socially isolated older adults who were experiencing depression and feelings of being a burden on others.

Workshop 410
Social Isolation and Withdrawal Among Veterans

Nicole S. MacFarland, PhD, Executive Director, Senior Hope Counseling Inc.

Veterans often show signs of social isolation withdrawal during transition from military to civilian Life, or, during other major life changes. Other Veterans and Service members may have been avoiding other people and activities for a long time and have become uncomfortable being around other people more generally. Social isolation and withdrawal can make it difficult to perform normal daily activities and functions or engage in once-enjoyable recreational pursuits. Some effects of this isolation can include loneliness, relationship problems, alcohol or drug problems, and trouble sleeping. Left unchecked, social withdrawal or isolation can lead to or be associated with depression. This behavior can also negatively affect those you care about. This panel will examine the causes of this condition, provide personal experiences and offer some insight into promising intervention.
Workshop 501
Intergenerational Aspects of Family Violence (Part 2)

Lisa Rachmuth, LMSW, Director, Clinical Initiatives and Programming, Emergency Intervention Services, Office of Domestic Violence, New York City Human Resources Administration
Linda Drummond Johnson, Trainer/Consultant, Brookdale Center for Healthy Aging at Hunter College, City University of New York

This workshop centers focuses on family violence from a multi-generational perspective. The workshop will use a case study to examine the intricacies of working with a family as an Adult Protective Services worker, while coordinating with multiple agencies’ systems. Topics will include: Assessment, engagement, cycles of violence, safe interviewing practices (for multiple household members), engaging the abuser and worker/client safety planning. Participants will also learn how to use genograms and ecomaps to analyze complex patterns of abuse.

Workshop 502
Mitigating the Social Isolation of Older Adults Returning Home After Incarceration (Part 2)

Theresa Montini, MSW, PhD, Director of Research, Brookdale Center for Healthy Aging
Jamie Frankenberg, LMSW, Brookdale Center for Healthy Aging
William Seals, MPS, Brookdale Center for Healthy Aging

Older adults who return to the community after incarceration face distinct challenges, including higher rates of chronic illnesses and mortality, poverty, homelessness, unemployment, and weakened social ties. Frayed social ties to the community after lengthy incarcerations often lead to social isolation. Social service providers may be inherently suspicious of the costs of caring for returning citizens with complex needs, and may lack the requisite knowledge, skills, and training to work effectively with those returning home after incarceration.

Adult Protective Services workers are uniquely positioned to reestablish broken connection, re-engage families, and fortify the social connections of returning citizens. This workshop will give APS workers the tools to launch these efforts. Interactive sessions on criminal justice basics, incarceration and the acceleration of aging, and the trauma of incarceration will enhance APS workers’ skills and knowledge related to working with returning citizens.
Workshop 503
Decision Trees: A Tool for Engaging the Community in Assisting Older Vulnerable Adults

Facilitator: Mary Anne Corasiniti
Jenny Ackley, MSW, Project Coordinator, Abuse in Later Life, Vera House, Inc.
Elaine M. Brown, Vice President of Operations, ACMG Federal Credit Union
Sarah Reckess, Esq., Director, Upstate Office, Center for Court Innovations
Morgan Thurston, Esq., Assistant Welfare Attorney, Onondaga County Department of Law

This workshop will discuss how to create decision trees to assist professionals, families, medical and financial professionals, and members of the justice system in identifying abuse and resources for assistance in your community.

Workshop 504
APS and Teaming with Child Welfare

Tim Murphy, Case Supervisor, Orange County; Adult Protective Services
Tracy A. Wager, Case Supervisor, Orange County; Adult Protective Services

Teaming is a concept and practice that promotes integrated team service delivery for complicated cases. This workshop will highlight the Orange County Team working with Child Welfare cases involving young adults who are in the care and custody of the Department of Social Services and will transition from Child Welfare services to Adult services. This workshop will illustrate how teaming improves staff knowledge and collaboration.
Workshop 505
Understanding Alzheimer's and Effective Communication Techniques

Maura Fleming, BSW, Albany and Schenectady County Program Manager, The Alzheimer's Association of North East New York

This workshop provides an overview of Alzheimer’s disease and dementia, including strategies and suggestions for managing challenging communication and behavior. The workshop will explore how Alzheimer’s patients communicate. Participants learn to decode the verbal and behavioral messages delivered by someone with dementia, and identify strategies to help you connect and communicate at each stage of the disease.

Workshop 506
Elder Abuse Shelters. What Works in Your Community?

Brooke Santoro, Hebrew Home  
Katie Earl, Erie County Shelter Collaborative  
Art Mason, Monroe County Shelter Collaborative

Representatives from the SPRiNG Alliance “Elder Abuse Shelter” program in NY will explain how each of their models for providing “shelter” for older victims began. This workshop will discuss how communities and agencies can establish similar programs to meet the needs of some of the most vulnerable victims.

Workshop 507
Social Isolation Among Older Addicted and Mentally Ill Adults: How Can We Help?

Nicole S. MacFarland, PhD, Executive Director, Senior Hope Counseling Inc.

This workshop will help you to understand the prevalence and significance of late-life addiction in New York State and nationally and gain insight into critical elements of age-specific services targeting older addicted and mentally ill adults by exploring patient level characteristics in relation to outcomes. You will also understand how to support the older addicted and mentally ill adult overcome social isolation and the unique needs of this population.

Workshop 508
Older Adults and Opioids: A Statewide Response

Belinda M. Greenfield, PhD, Bureau Director, Adult Treatment Services, NY State Opioid Treatment Authority, New York State Office of Alcoholism and Substance Abuse Services  
J. Paul Noonan, MPA, Coordinator of Veterans and Older Adult Services, Bureau of Adult Treatment Services, New York State Office of Alcoholism and Substance Abuse Services

Participants will gain a thorough knowledge of the growing incidence and prevalence of opioid abuse among older adults, as well as its’ unique impact and consequences for this demographic. Participants will also learn about available State-supported treatment services and promising evidence-based practices currently in use. Medical challenges to treating individuals who are older as well as infrastructure barriers to accessing medical care for older adults with Substance Use Disorder will be discussed.
Workshop 509
Best Practices and Practical Approaches for Dementia Capability

*Erica K. Salamida*

This program will provide a brief review of the physiology of Alzheimer’s disease and related dementias, including an overview of the ten warning signs. This workshop will include stage specific recommendations, interventions, and resources for providers when working with individuals or families affected by Alzheimer’s disease or a related dementia.
General Participants (Non-DSS and Non-AAA):

Participants who are attending the conference and are not current staff of a Department of Social Services (DSS) county office or an Area Agency for the Aging are subject to a registration fee of $150 per day. This registration fee includes meals served during the Welcome Luncheon on November 2, 2017 and Breakfast and Lunch on November 3, 2017.

The following information about meals, rooms, and travel reimbursement applies only to participants who are current staff of a Department of Social Services or Area Agency on Aging:

**Meals:**
Participants can be reimbursed a maximum of $5.00 for breakfast on November 2nd and $15.00 for dinner on November 1st, 2nd, and 3rd. All other meals will be provided by the hotel.

**Rooms:**
Participants who are traveling 50 miles or more are eligible for an overnight stay on November 1st and/or November 2nd at no additional cost. Double-room occupancies are billed to Brookdale Center for Healthy Aging.

All rooms are double occupancy (two participants to a room). Participants requesting a single room must pay 50% of the cost of their stay: $58.00 per night.

**Travel Reimbursement:**
Participants who travel a distance of 35 miles or more from their homes, are eligible for reimbursement for miles traveled. Travel reimbursement forms are in your conference packet. Participants taking Amtrak should buy their own tickets and, upon submission of receipt/ticket stub to Brookdale, will be reimbursed for the cost.

**Please note:**
- Original detailed receipts must be submitted with any reimbursement request
- Any requests for mileage reimbursement for distance under 35 miles cannot be honored.
GENERAL INFORMATION

Please Note

On Friday, November 3rd, please remember to check out of the hotel before 12:00 noon. Checking out after 12:00 noon can result in your being charged for another day.

Luggage Storage

Temporary luggage storage is available at no charge for those attending workshops before check-in or after check-out. If you need to store luggage temporarily, please inform the hotel front desk staff.

Ground Transportation

Albany Airport shuttle service is available daily at no charge daily between the hours of 5:30am to 11:30pm upon request. Please contact the bellman through the front desk staff at least 1 hour before you wish to depart. Private taxi/car service is available to the Albany/Rensselaer AMTRAK Railroad Station. Checker Cab (518) 456-8800 (AMTRAK Station is approx. 30 minutes from the hotel.)
Estimated Cost: $20 - $25 + tip.

AATI Evaluation Forms

The Participant Reaction Questionnaire and Overall Event Evaluation forms can be accessed and completed online via laptops, smartphones, tablets or personal laptops. Signs in each workshop room lists the corresponding website that can be typed into a web browser using a smart phone, tablet or laptop. In addition, the QR code (below) being disseminated throughout the Institute allows users to go directly to the site without having to type in the URL/address. Additional instructions are included in your participant folder.

To access the 2017 AATI Workshop Evaluations, Pre-Institute Training Evaluations, and the Overall Event Evaluation you can go to the Evaluation Station or scan the QR code to the side. You can also type the following address into the browser of your smartphone, tablet or laptop:
http://tinyurl.com/AATISURVEY

Paper evaluations will be available in your registration packet.
### GENERAL INFORMATION

**BROOKDALE Center for Healthy Aging**  
*At Hunter College, The City University of New York*

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Daniel Gardner, PhD, LCSW</td>
<td>Interim Director</td>
</tr>
<tr>
<td>Geoffrey Rogers</td>
<td>Director of Learning &amp; Development</td>
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<tr>
<td>Jerry Antonatos, MPA</td>
<td>Director of Finance &amp; Administration</td>
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<tr>
<td>Theresa Montini, MSW, Ph.D</td>
<td>Director of Research</td>
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<tr>
<td>Angela Ghesquiere, PhD, MSW</td>
<td>Program Manager</td>
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<tr>
<td>Rose-Marie Mahase</td>
<td>Project Coordinator</td>
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<tr>
<td>Alicia J. Murray, MBA</td>
<td>Project Coordinator</td>
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<tr>
<td>Paul Fleischmann</td>
<td>Logistics Coordinator</td>
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<tr>
<td>William Seals, MPS</td>
<td>Research Associate</td>
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<tr>
<td>Jamie Frankenberg, LMSW</td>
<td>Research Associate</td>
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<tr>
<td>Dan De Lello</td>
<td>Consultant/Technical Assistant</td>
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*2017 Adult Abuse Training Institute*