

BREAKING THE MOLD: GOING ABOVE & BEYOND

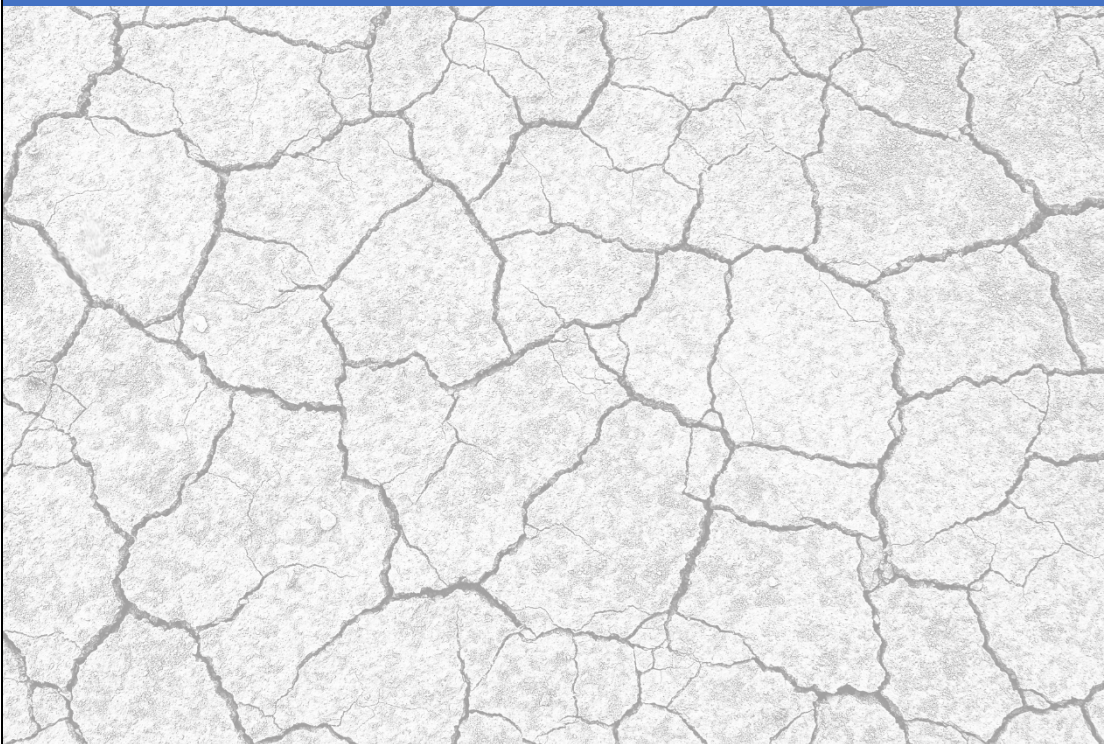
Ohio Coalition for Adult Protective Services
(OCAPS)

36th Annual Conference

Live Sessions
August 24th-25th,
2021

On-demand
Sessions available
through
October 15th, 2021

For more
information:
[OCAPS](#)





Dear Colleagues and Friends of OCAPS,

On behalf of all my fellow board members, I welcome you to the Ohio Coalition for Adult Protective Services (OCAPS) 36th Annual Conference, *Breaking the Mold: Going Above & Beyond*. Many of you have been working from home in some capacity since the beginning of the coronavirus pandemic. The summer weather and the vaccines have provided some respite from the impact of COVID-19 for many people; however, while social distancing/quarantines/self-isolation is the new normal now, we need to continue to be prepared to assist older adults in many ways. Remember factors related to risk and resiliency are dynamic processes that are situational across multiple life areas and environments; they are not static, especially not during a pandemic. I hope that you each take this opportunity to reconnect emotionally with loved ones and grow as a person, parent, partner, and professional.

Serving during the pandemic has been challenging to say the least. Yet somehow, we continued to make tremendous strides in enhancing our APS program statewide. Today, we celebrate this achievement. The conference focuses on models of care and tools for workers that have enhanced the provision of services to adults at the risk of abuse, neglect, and exploitation. Together with our community partners such as the Ohio Department of Job and Family Services, Ohio Judicial Conference, Ohio Department on Aging, and the Ohio Probate Judges Association, and many other local agencies we continue to work collaboratively to better serve elder abuse victims.

Unfortunately, cases of elder maltreatment continue to grow across Ohio, too often ending in loss of independence, heartbreaking headlines, and preventable tragedies. We all deserve to lead happy and healthy lives free from abuse as we age. To that end, if you are not yet a member; OCAPS needs you to consider joining in our work to combat elder maltreatment. Please visit the membership link at <https://www.ocapsohio.org/become-a-member>. We are looking for people like you that are energetic, compassionate, and dedicated to our mission. It truly does take a village working together to advocate for stronger leadership and service networks to properly intervene to end this societal tragedy.

Before I end, I would also like to take a moment to extend special recognition to the OCAPS Conference Committee who spearheaded the planning and executing of the conference. I would also like to recognize Susan Marshall, OCAPS Executive Director, for her commitment and dedication to OCAPS and her voice in advocating to protect older Ohioans. And lastly, I would like to thank all the APS frontline workers who work daily to protect Ohio's most vulnerable adults. On behalf of OCAPS we appreciate your passion, commitment, and perseverance in serving older adults during these challenging times.

I hope this conference provides you with a chance to replenish and reload. I think you will feel a sense of validation, as well as a sense of excitement to break the mold and go above and beyond.

Be well and stay safe.

Sylvie M. Bla-Raith

About the Conference

This year's conference examines Adult Protective Practices (APS) that "break the mold." A variety of practice models and tools will be presented during the plenary and on-demand sessions. These resources and tools are essential as APS staff and those who work with the aging population play a greater role in collecting evidence, substantiating reports, and testifying in legal proceedings. As APS continues to evolve, we will need to break the mold of yesterday and work together to better serve this vulnerable population.

Learning Objectives

This conference is designed to provide an opportunity to:

- Share aspects of the law that impact those who work with older adults.
- Highlight innovative tools and practices that can be used to meet the needs of older adults during a pandemic and beyond.
- Elevate public awareness of exploitation and its impact on older adults during the pandemic.
- Promote collaboration among those who serve, treat, or represent victims of elder abuse, neglect, and exploitation.
- Enhance clinical skills for daily practice, identification, investigation, and provision of adult protective services.

Conference Schedule at a Glance

Live Stream – Tuesday August 24 th		Live Stream – Wednesday August 25 th	
9:30-9:45 am	Welcome & Opening Remarks	9:30-9:45 am	Welcome & Opening Remarks
9:45-10:15 am	Director McElroy, Ohio Department of Aging	9:45-11:15 am	Plenary Session: Peter Lichtenberg
10:15-10:30 am	Break	11:15-11:30 am	Break
10:30-12:00 pm	Plenary Session: Chris Dubble	11:30-1:00 pm	Plenary Session: Candace Heisler
12:00-12:30 pm	Director Damschroder, Ohio Department of Job & Family Services	1:00-1:15 pm	Presentation of the Judge Swift Award
12:30-12:45 pm	Presentation of APS Worker of the Year Award	1:15-1:30 pm	Closing Remarks & On-Demand Sessions
12:45-1:00 pm	Closing Remarks, Day 2 Information, & On-Demand Sessions		



9:30am – 9:45am

Welcome & Opening Remarks – Sylvia Pla-Raith, OCAPS Chair

9:45am – 10:15am

**Director Ursel McElroy,
Ohio Department of Aging**



10:15am – 10:30am

Break

10:30am – 12:00pm

Plenary Session

Now What? Figuring Out Our New Normal in Serving People Vulnerable to Abuse, Neglect and Exploitation...

Christopher Dubble

Description:

This plenary session is developed for professionals working in protective services and allied disciplines. 2020 and 2021 have been perhaps two of the most demanding years for many professionals both in their work and personal lives. These two years have been challenging but also filled also with opportunity such as unprecedented funding opportunities for protective services. This plenary session will focus on an assessment of where we are at and how we move forward. It will provide direct practitioners to policy makers practical and relevant ideas to move the field of protective services as well as allied disciplines forward to confront abuse, neglect, and exploitation.

Credit: 1.5 CEUs for Social Workers and Counselors



Presenter: Christopher Dubble

Chris Dubble, MSW, is a trainer and social worker. He is currently the Assistant Director for Training at Temple University Harrisburg. He oversees the campus' professional development training offered through Pennsylvania and the United States in this role. Chris is a frequent workshop and keynote speaker on a wide variety of topics. He is also the Director of the Institute on Protective Services and has worked in training and consultation for adult and older adult protective services for 19 years. During his over 25-year career in social work, Chris has been both in direct practice and management at the Penn State University Hershey Medical Center. As the Director of Social Work at Hershey Medical Center, he served on the hospital's ethics committee. Chris has also been a full-time and adjunct faculty member at Temple University Harrisburg's Master of Social Work program.

12:00pm – 12:30pm

Director Matt Damschroder, Ohio Department of Job and Family Services

12:30pm – 12:45pm

Worker of the Year Award Presentation

2021 APS Worker of the Year Award

Rhonda Porter

Social Services Supervisor

Scioto County Job and Family Services



12:45pm – 1:00pm

Closing Remarks – Sylvia Pla-Raith, OCAPS Chair



9:30am – 9:45am

Welcome & Opening Remarks – Sylvia Pla-Raith, OCAPS Chair

9:45am – 11:15am

Plenary Session

Geriatrics, Financial Exploitation, and Implementing Evidence Based Tools into the APS Investigation

Dr. Peter A. Lichtenberg

Description:

Older adults lose billions of dollars each year to fraud, identity theft and scams. We can each do more to protect older adults from financial exploitation. For more than a decade, Dr. Peter Lichtenberg and his team have worked to prevent financial exploitation and reduce its impact on older adults. In this session, we will examine how cognitive aging impacts financial management in older age. Financial exploitation of older adults will be defined, and risk factors will be examined. An overview of the Lichtenberg Scales of financial decision making will be presented and how they apply to financial exploitation cases. Dr. Lichtenberg will also discuss the tools and training resources available at [Protect older adults from financial exploitation - Older Adult Nest Egg](#).

Credit: 1.5 CEUs for Social Workers and Counselors



Presenter: Peter A. Lichtenberg, Ph.D., ABPP

Peter A. Lichtenberg, Ph.D., ABPP is the Director of The Institute of Gerontology and the Merrill Palmer Skillman Institute, and a Distinguished Professor of Psychology at Wayne State University in Detroit, Michigan. He received his bachelor's degree from Washington University in St. Louis, and his master's and doctorate in Clinical Psychology from Purdue University. After his internship he completed a post-doctoral fellowship in geriatric neuropsychology at the University of Virginia Medical School where he also became a faculty member. A clinician and researcher throughout his career Dr. Lichtenberg, one of the first board certified Clinical Geropsychologists in the nation. He devotes his clinical and research efforts to better understand the intersection between cognitive impairment, financial capacity, and financial exploitation; finding ways to balance autonomy and protection for older adults. Across the past decade he has created several tools to help assess financial vulnerability, and financial decision-making capacity and partnered with the State of

Michigan to have his tools implemented by Adult Protective Services. His website <https://olderadultnestegg.com> has attracted thousands of professionals, caregivers and older persons where narrated trainings and his scales can be found and used. The recipient of several major professional awards Dr. Lichtenberg has authored 7 books and over 190 scientific articles in Geropsychology.

11:15am – 11:30am

Break

11:30am – 1:00pm

Plenary Session

Tips for Planning and Conducting Alleged Perpetrator Interviews

Candace Heisler

Description:

APS professionals and others who conduct investigations are often required to attempt to interview alleged perpetrators (A/Ps). Information from that interview may reveal that a situation is less serious than initially thought or did not occur. Where abuse has occurred, the interview can provide valuable insights into whether a perpetrator can safely continue to assist or have contact with a client/victim, may benefit from social services or counselling, and is willing to redress past wrongs. Effective interviewing does not

come naturally to many. This session will describe ways to increase the effectiveness of interviews and introduce a tip sheet that may assist interviewers in planning and conducting alleged perpetrator interviews.

Credit: 1.5 CEUs for Social Workers and Counselors



Presenter: Candace J. Heisler, JD

Candace J. Heisler, JD, served as an Assistant District Attorney in San Francisco for over 25 years, including 10 years as head of the Domestic Violence unit. A graduate of the University of California's Hastings College of the Law, she was an Assistant Adjunct Professor there for over 20 years. She now trains and consults for a variety of organizations and governmental entities in the areas of elder abuse and domestic violence. She has authored books, published articles, and designed curricula on elder abuse and domestic violence for judges, law enforcement, protective services workers, medical personnel, and prosecutors.

1:00pm – 1:15pm

Judge Swift Award Presentation

**2021 Honorable Judge Thomas A. Swift
Collaborative Leadership Award**

Teri Ruslander

Elder Services Coordinator
Grove City Division of Police



1:15pm – 1:30pm

Closing Remarks – Sylvia Pla-Raith, OCAPS Chair





On-demand sessions will be available for viewing through **October 15, 2021**.

They are made available as self-directed workshops. You can start and resume each as needed. Some workshops have material available for download. Professional credit will be processed and awarded based on data provided by GoToWebinar (self-directed workshop platform).

Questions? Email us at ocapsinformation@gmail.com

On-demand sessions:

Addressing the Challenges of the COVID-19 Pandemic through Innovative Models of Care

Ageism and Reframing Aging

Avoiding Ethical No No's: Exploring How to Maintain Our Ethics & Prevent Ethical Breaches in Protective Services

Crime Victims' Rights in Ohio Post-Marsy's Law

Crisis Intervention in the Aging Community

Finding Family: Ethical Duties & Personal Rewards

Forensic Interviewing for Older Adult Crime Victims

The Forbidden Love; Romance Scams and their Uprising During this Pandemic

The Scam Landscape: Staying Safe

Unmasking Undue Influence

Using ODAPS Data to Strengthen APS Programs Across Ohio

Title: *Addressing the Challenges of the COVID-19 Pandemic through Innovative Models of Care*

Session Length: 90 minutes

Presenters:

Dr. Amy Restorick Roberts, Associate Professor, Miami University

Dr. Farida Kassim Ejaz, Senior Research Scientist, Benjamin Rose Institute on Aging

Panelists:

Orion H. Bell IV, President/CEO, Benjamin Rose Institute on Aging

Flite Freimann, Director, Washington County Department of Job and Family Services

Dr. Kenneth Koncilja, MD, Geriatrician, Cleveland Clinic

Cathi Rufener, Deputy Director of Elder and Disabled Services, Summit County Job and Family Services

Ken Wilson, MGS, Vice President of Program Operations, Council on Aging of Southwestern Ohio

Description:

Join us for this timely discussion featuring a panel of executives and aging experts from across the state to learn more about innovative practices in the service delivery system for older adults that was implemented during the COVID-19 pandemic. The panel, comprised of representatives from a variety of sectors, will examine how non-profit and governmental agencies adapted to the unprecedented additional demands and complications associated with the pandemic. They will provide insights on how they developed programs and policies to address the needs of older adults who became further isolated from their family and friends and could not attend programs in congregate settings.

Credit: 1.5 CEUs for Social Workers and Counselors

Title: *Ageism and Reframing Aging*

Session Length: 90 minutes

Presenter:

Beth Kowalczyk, Chief Policy Officer, Ohio Association for Area Agencies on Aging

Description:

The Ohio Association of Area Agencies on Aging is part of a national group of facilitators trained by the FrameWorks Institute and the Reframing Aging Initiative to advance a reframing communication strategy that uses evidence-based interventions to increase understanding of the aging process, support policies and programs for older people, and decrease ageist attitudes. This session will introduce participants to this reframing communications strategy to help combat ageism and promote support for good public policy on aging issues.

Credit: 1.5 CEUs for Social Workers and Counselors

Title: *Avoiding Ethical No No's: Exploring How to Maintain Our Ethics and Prevent Ethical Breaches in Protective Services*

Session Length: 90 minutes

Presenter:

Christopher Dubble, Assistant Director, Temple University Harrisburg

Description:

This training is developed for professionals working in protective services and allied disciplines. These professionals routinely face ethical issues in their daily work. These issues range from practicing outside the scope of our skillset to conflicts of interest to high caseloads. They arise at every level of work including direct practice, supervision, and policy. This workshop focuses on the practical steps necessary to assure that we avoid making a decision that would be an ethical breach when addressing any issue. From new to seasoned professionals, everyone will find information in this training that will apply to their everyday work.

Credit: 1.5 CEUs for Social Workers and Counselors

Title: *Crime Victims' Rights in Ohio Post-Marsy's Law*

Session Length: 90 minutes

Presenter:

Elizabeth Well, Legal Director, Ohio Crime Victim Justice Center

Description:

Older adults are victimized by crime at an alarming rate in Ohio. This workshop will examine crime victims' rights laws and the protections these laws provide to older adult victims. Victims' rights apply in hospitals, during law enforcement investigations, in prosecutions, and beyond. Yet, many victims are unaware of their rights and unable to exercise them. This workshop will ensure that older adults and those working closely with them understand victims' rights in criminal cases.

Credit: 1.5 CEUs for Social Workers and Counselors

Title: *Crisis Intervention in the Aging Community*

Session Length: 90 minutes

Presenter:

Doug Doyle, Crisis Intervention, Wellness, and Family Caregiver Support Manager, Direction Home of Eastern Ohio

Description:

Since September of 2018, the Crisis Intervention program has assisted well over one hundred seniors. This has ranged from simply making needed system and service referrals, assisting in housing securement, hoarding clean out and counseling, direct mental health and substance abuse intervention and identification of and assist with, the most urgent situations where an individual needed hospitalized. Perhaps the real beauty of the program from a system's view is the ability to easily replicate it in any AAA area. Any AAA, or community partner can reach out to other stakeholders and begin with a conversation on what populations served show an obvious overlap, and if a more focused effort for communication and collaboration would be beneficial to the populations served. Every area with an active aging network, involved court or justice system, mental health and hospital system has the potential to build this program and immediately see results.

Credit: 1.5 CEUs for Social Workers and Counselors

Title: *Finding Family: Ethical Duties & Personal Rewards*

Session Length: 90 minutes

Presenters:

Monica L. Gerrek, PhD, Assistant Professor, CWRU / Co-Director, Center for Biomedical Ethics, MetroHealth
Steven Radwany, MD, Professor of Medicine, Division of Palliative Medicine, The Ohio State University Wexner Medical Center
Jane Penttila, JD

Description:

An incapacitated patient without a surrogate poses a special problem for medical institutions. Such a patient is unable to participate in decision making and does not have a loved one to assist the medical team with this responsibility. This often means that a team or a guardian, likely strangers to the patient, is charged with this task. Frequent Ethics Committee consults at our hospital because no surrogate could be found by the primary team, usually in the ICU, led us to dedicate extra resources to finding family. We discovered that family can usually be found within two hours using free publicly available resources and that these individuals are usually willing and able to serve as appropriate surrogates. Finding family members allows loved ones to reconnect before death. It also relieves the medical team from the burden of making significant medical decisions for the patient.

Credit: 1.5 CEUs for Social Workers and Counselors

Title: *Forensic Interviewing for Older Adult Crime Victims*

Session Length: 75 minutes

Presenters:

Katherine Yoder, Executive Director, Adult Advocacy Centers
Adonna Wilson-Baney, Training and Outreach Specialist, Adult Advocacy Centers

Description:

Presenters will provide an insight to a forensic interviewing protocol for older adult crime victims. This training is a ground-breaking forensic interview protocol in the field of victim services and older adults. It is crucial for service providers and investigators to have the training and expertise to provide accessible interviews to older adults. This presentation will facilitate a more in-depth look into this topic by building a foundation of knowledge, reviewing tips and tools, and gaining an understanding of accessible resources and agencies for victims. Participants will receive the information in a myriad of forms, including lectures, facilitated group discussion, videos, and other activities.

Credit: 1.25 CEUs for Social Workers and Counselors

Title: *The Forbidden Love; Romance Scams and their Uprising During this Pandemic*

Session Length: 90 minutes

Presenters:

April Wehrle, Senior Elder Services Coordinator, Office of Ohio Attorney General Dave Yost

Brian McDonough, Assistant United State Attorney, White Collar Crimes Unit, Elder Justice Coordinator

Description:

Romance scams can happen to anyone. Unfortunately, there are many older adults in our society that do not have a support system; including friends or family, and since COVID-19 this has become even more apparent. With older adults dealing with isolation, they become more susceptible to form relationships with romance scammers. The Federal Trade Commission reports in 2020, losses to romance scams reached a record of \$304 million, which is about a 50% from 2019. Why the upsurge? The continued popularity of social media is part of the equation, but the pandemic has also played a large share. Participants will gain an increased awareness of the complexities of older adults and romance scams with an emphasis on the increase since the pandemic.

Credit: 1.5 CEUs for Social Workers and Counselors

Title: *The Scam Landscape: Staying Safe*

Session Length: 30 minutes

Presenter:

Kathy Stokes, Director, Fraud Prevention Programs, AARP

Description:

This 30-minute presentation will provide information about the AARP Fraud Watch Network and its resources, as well as information about top scams and how to spot and avoid them. In addition, it will highlight a new form of currency found in fraud today, gift cards.

***No Professional Credit**

Title: *Unmasking Undue Influence*

Session Length: 60 minutes

Presenter:

Candace J. Heisler, JD

Description:

Undue influence is a pattern of manipulative tactics that result in a perpetrator getting a victim to do what the exploiter wants, even if it is contrary to the victim's previous beliefs and wishes. These tactics are often how an influencer obtained what appears to be consent. Perpetrators will take advantage of a victim's vulnerabilities and exploit a position of power, trust, or respect to take control of a victim's assets or gain their assent to sexual contact. While not typically itself a crime, undue influence is the way a crime is committed. This on-demand session will define undue influence, describe common tactics, and provide a tool to document and organize evidence and information.

Credit: 1.0 CEUs for Social Workers and Counselors

Title: *Using ODAPS Data to Strengthen APS Programs Across Ohio*

Session Length: 60 minutes

Presenters:

Kenneth Steinman, Senior Research Scientist, The Ohio State University, College of Education and Human Ecology
Heidi Turner-Stone, Chief, Adult Protective Services Section, Ohio Department of Job and Family Services

Description:

This workshop will present and give participants opportunities to discuss findings from the recent ODJFS-sponsored APS Research Project. The project involved an online survey with each of Ohio's 85 local APS programs, virtual site visits with staff from 6 programs, and extensive analysis of over 20,000 reports to the Ohio Database for Adult Protective Services (ODAPS) during SFY2020. As a result, local APS staff and other stakeholders now have compelling data to use for policy, advocacy, and quality assurance. The findings also provide ODJFS staff with new tools for providing technical assistance to local programs.

Credit: 1.0 CEUs for Social Workers and Counselors

**CEU's are awarded to Social Workers and Counselors by the Ohio Human Services Training System (OHSTS) through the University of Cincinnati School of Social Work. The University of Cincinnati School of Social Work is an approved Continuing Education Provider through the Ohio Counselor, Social Worker, and Marriage and Family Therapist Board (Social Work Approved Provider #: RSXX038702; Counselor Approved Provider #: RCX012101).*



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Northeast RTC: Deborah Schott

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Northwest RTC: Natalie Edwards

natalie.edwards@jfs.ohio.gov

Southwest RTC: Traci Marr

traci.marr2@jfs.ohio.gov

For general questions, email: ohstsguestreg@gmail.com



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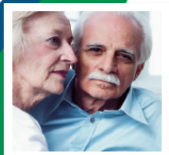
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With offices located throughout the state including Columbus and Cleveland, Reminger's Probate & Trust Litigation Practice Group is experienced and prepared to help with matters involving elder exploitation, misuse of powers of attorney, guardianship and other complexities that often accompany estate settlement.



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Established in 1946, the Ohio Job and Family Services Directors' Association assists County Job and Family Service agencies in enhancing the safety, health, and self-sufficiency of all Ohioans by providing responsive and effective employment, training and human services programming, and impacting legislation and policy.





Ohio Job and Family Services
DIRECTORS' ASSOCIATION

OJFSDA represents Ohio's 88 County Departments of Job and Family Services Directors

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*The Ohio Association of
Probate Judges extends
best wishes to the
Coalition for Adult
Protective Services!*



The Stark County Probate Court

Honorable Dixie Park, Probate Judge



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*Ohio Coalition for Adult Protective Services
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2021 OGA Conference

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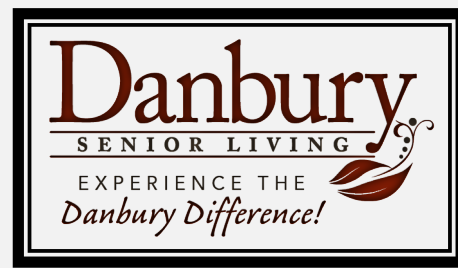
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Dear Colleagues, Advocates, Partners, and Friends:

I am writing to invite you to join the Ohio Coalition for Adult Protective Services (OCAPS) to help us achieve our vision and mission:

VISION: An Ohio free of older adult abuse, neglect, and exploitation.

MISSION: Maximizing protection and dignity of older adults through collaboration, education, and advocacy.

OCAPS is the oldest continuous network in the field of elder abuse in the county. This is an opportunity to join and expand a statewide network of dedicated colleagues. Collaboration within the field of Adult Protective Services (APS) and with colleagues across the aging network is one of our hallmarks.

One of the benefits of membership is the opportunity to join one or more of the OCAPS committees and I have included below a description of each committee and the committee chair. Your skills and ideas can help OCAPS achieve our vision of an Ohio free of abuse.

OCAPS is a volunteer-based organization that is led by a Board and functions through committees. We are seeking members to join one or more of OCAPS' s standing committees.

Come join us! Our membership application can be found on the OCAPS website at: www.ocapsohio.org/become-a-member.

COMMITTEES:

COMMUNICATIONS

The Communications Committee was established in early 2021 and is just getting started. The committee's focus is messaging which includes generating and distributing information about the work of OCAPS and other pertinent issues to its membership, partners, and individuals. At this time, the Communications Committee is most in need of a member expert or organization that is willing and able to manage website content based on guidance provided by the communications committee. Contact: Hilary Stai at hstai@age.ohio.gov

CONFERENCE

The Conference Committee serves to emphasize the development of increased skills, knowledge, and abilities of APS professionals and community partners. Each year, the committee hosts a dynamic conference that covers diverse topics related to preventing, addressing, and reporting elder abuse.

Contact Kristina Allwood at ocapsinformation@gmail.com

DEVELOPMENT

The Development Committee is tasked with increasing membership and revenue. Tasks include recruiting and overseeing OCAPS membership, exploration of funding and grant opportunities. Brainstorming and developing new ideas on how to “sell” OCAPS to potential members and donors is an exciting part of this committee. Fundraising experience is not necessary, just a desire to support OCAPS’s mission.

Contact: Carol Dayton at cd10423@aol.com

FINANCE

The finance committee monitors OCAPS financial activity including reviewing and maintaining Directors' and Officers' liability insurance, preparing an annual operating budget, and reviewing the annual financial audit.

Contact: Deanna Green at Deanna.green@jfs.ohio.gov

PUBLIC POLICY

The Public Policy Committee monitors state and federal legislation for its impact, and advocates on issues and legislation effecting the abuse, neglect and exploitation of vulnerable adults and other issues germane to adult protective service programs. Following a nearly 69% increase in APS cases from SFY 2018-SFY 2020, most of the committee’s energy has been focused on the expansion of the APS line item. The committee produced an advocacy tool kit to guide OCAPS members and others seeking to educate and lobby state legislators to expand the funding to APS. Contact: Maridell Couture at Maridell.Couture@jfs.ohio.gov

Thanks for your consideration!

Carol Dayton, Chair
OCAPS Development Committee