

# 35<sup>th</sup> Annual Adult Protective Services Conference

## Keynote Speakers

### Wednesday, October 31, 2018

General Session \* 8:30 am - 10:00 a.m. \* *Henry Garrett Ballroom AB*

#### **Christopher Dubble**

##### ***Practical Ethics in Working with Vulnerable Adults and Older Adults***

APS investigators and allied professionals, who work with adults vulnerable to abuse, neglect and exploitation, routinely face ethical issues and dilemmas in their day to day practice. These decisions can range from concerns about whether to accept a gift that doesn't have significant monetary value to deciding whether to leave someone at risk out of respect for their right to make autonomous decisions.

### Thursday, November 1, 2018

#### **General Session**

General Session \* 8:30 a.m. - 10 a.m. *Henry Garrett Ballroom AB*

#### **H.L. Whitman** (*DFPS Commissioner*)

H.L. Whitman serves as the commissioner for DFPS. He spent 22 years with the Texas Department of Public Safety. A decade of that time was spent serving as a Texas Ranger. In 2011, he was named chief of the Texas Rangers. During his tenure with the Rangers, Mr. Whitman created and supervised the elite Texas Ranger Reconnaissance Team and led border security operations.

Mr. Whitman also is a military veteran having served in the United States Marine Corps.

Mr. Whitman earned a Bachelor of Science degree in law enforcement from Southwest Texas State University and a Master of Public Administration in criminal justice from Texas A&M University, Corpus Christi.

### Friday, November 2, 2018

Closing Session \* 10:30 a.m. – 12:00 noon \* *Henry Garrett Ballroom AB*

#### **Ken Futch**

##### ***Take Your Best Shot - Turning Situations into Opportunities***

A moment can change a life. Ken's astonishing true story of how he accidentally shot himself in the head – and how it opened his mind! Hilarious, inspiring and motivating, you will get a whole new perspective on how to turn situations into opportunities.

#### **Continuing Education Credits**

##### ***Social Workers***

Participants interested in receiving Continuing Education Credits (CEU) must be scanned in each workshop attended in order to receive credit. We cannot provide a certificate for workshops for which we do not have a record of attendance. Non-DFPS participants must check in at the conference registration desk and sign the CEU log. Questions about CEUs can be addressed at the conference registration desk.

#### **Welcome Networking Reception**

## ***Omni Corpus Christi Hotel \* Corpus Christi Ballroom BC***

Please join us for a fun evening together. Enjoy hors d'oeuvres while listening to the lively Veterans Funky Rock Jazz Band.

**When:** Tuesday, October 30 • 7 p.m. - 9 p.m.

**Where:** ***Omni Corpus Christi Hotel***

### **Evening Social**

#### **Executive Surf Club**

Listen to live music and take advantage of the full fajita bar or hamburger bar with all the fixin's plus iced tea- all included with the cost of your ticket.

Come dressed in your best Halloween or Dia de los Muertos costumes! The best costumes will receive prizes! The Texas APS Districts will also compete against each other in a costume parade.

Parking is available along Water Street in the Executive Surf Club lot and in the Water Street Oyster Bar lot. Free valet parking is available.

**Dress code:** Preferably Halloween or Dia de los Muertos costumes, but not required

**When:** Thursday, November 1 • 6:00 p.m. - 10 p.m.

**Where:** 309 N. Water Street, Corpus Christi, TX 78401

**Purchase your tickets** in the conference registration area **by noon November 1<sup>st</sup>**. No sales at the door. Tickets are \$20.00. Cash only accepted- thank you.

## **35th Annual Adult Protective Services Conference Workshops**

### **Tuesday \* October 30**

**10 a.m. - 6 p.m. Registration**

**(Corpus Christi American Bank Centre 2nd floor)**

**1 - 5 p.m. Pre-conference Workshops (3.5 hours)**

#### **1. If This Is a Crime How Do I Convince the Criminal Justice System to Take the Case? (INV, SW) *Henry Garrett C***

***Candace J. Heisler, J.D. and Randy Thomas***

Why are cases APS thinks are crimes not getting charged and prosecuted? How does a social worker figure out what has to be proven? Does the criminal justice system speak another language? How can a case be prosecuted against my client's desires? This workshop will offer insights into these questions and others in this interactive workshop led by two veteran criminal justice system practitioners. The workshop will define the criminal justice system, compare the roles of law enforcement and Adult Protective Services in a case that may include criminal conduct, discuss the language divide, compare burdens of proof in criminal and protective services cases, and describe how to identify the elements of a crime. Case examples will be used to guide the activities and discussion.

**2. Overcoming Unconscious Bias to Conscious Leadership (INV, SW, LDRSP) Henry Garrett D**

*Kindi Dulai-Gill*

Goals can be quickly sabotaged if trust and collaboration are broken. Unconscious, quick, automatic judgments affect the decisions we make. If we are unaware of our own blind-spots, such discernments can negatively impact relationships. In this workshop you will learn about the three types of unconscious bias that influence us. You will be educated on the implications of our implicit reactions, judgments and perceptions. Leaders will be shown how to operate from a non-personal space that is good for everyone. You will become aware of how the mechanism of the mind works, and its tendency to swing back and forth in reactions. You will also be shown body awareness points and taught how to access your own bias.

**3. Truth or Lies: The Art of Forensic Interviewing (INV, SW) ROOM C101+C102**

*Paul Bishop*

Do you know the truth when you hear it or see it? Would it be useful to learn how to use non-invasive interview techniques to get the best information from clients and their caregivers? Join nationally recognized behaviorist, interrogation expert, and experience LAPD detective Paul Bishop as he guides you into the intimate world of forensic interviewing—where success or failure is often determined before the first question is asked.

**4. Investigation of Suspicious Burn Injuries (INV, SW) ROOM C103**

*Phylip J. Peltier*

Students will learn types of burns, and temperatures as they relate to burns, on children and adults. Several case studies will be presented along with learning activities to support experiential learning. Students will be directly involved with recreation exercises. Typology and cause will be discussed along with preparation of demonstrative evidence. Crime scene processing and evidence collection will be discussed and demonstrated.

**7 - 9 p.m. Welcome Reception (Omni Hotel)**

## **Wednesday \* October 31, 2018**

**7:30 a.m. - 5 p.m.** Registration (Corpus Christi American Bank Centre 2nd floor)

**Welcome and Opening Session**

**General Session \* 8:30 am - 9:15 a.m. \* Henry Garrett Ballroom AB**

*Kez Wold (APS Associate Commissioner) Ann Cortez (South District Director) & Leann Monk, TXPAPS Board President*

**9:15 am to 10:15 am**

**Christopher Dubble**

**Practical Ethics in Working with Vulnerable Adults and Older Adults**

**10:30 a.m. - Noon Conference Workshops \* Morning Sessions (1.5 hours)**

**5. A View From the Bridge: The Evolution of Prosecution of Financial Exploitation Cases (INV, SW) ROOM C101**

*Candace Heisler, J.D., Randy Thomas and Rebecca Morgan*

Elder financial exploitation is a continuing and growing problem in the United States, and the prosecution of cases of elder financial exploitation has failed to track other modern crime problems. This presentation will explore nearly three decades of appellate opinions across the United States, and use these opinions to examine

the legal system's treatments of victims and the defenses used by defendants. Cases from around the US will be used to illustrate how laws have been applied in prosecutions. Implications for the future efforts of social services and the criminal justice system will be highlighted.

**6. APS and HHSC Regulatory Services Complaint and Incident Intake - Partnering to Protect the Elderly and Disabled (INV) C102**

*Kara Whiddon*

From nursing homes, home and community support service agencies, intermediate care facilities, and much more... APS and CII partner together in many instances to protect the elderly and disabled in regulated settings. Learn about the CII team - who they are, what they do, and what you need to know to submit information for investigation by HHSC Regulatory. This workshop will also touch on some of the jurisdictional cross points between APS and CII and how they work together.

**7. Estate Planning Tools for Peace of Mind (INV, SW) ROOM C103**

*Paul J. Zambie*

This workshop will inform the audience on the Transfer on Death Deed and how it can help avoid probate as well as protect homes and land from Medicaid estate recovery if one is in a nursing home or receiving in home care. The audience will also learn about the Durable (Financial) Power of Attorney and its uses in aiding the elderly by authorizing another to assist with their financial matters and delaying or avoiding a guardianship proceeding when dealing with diminished mental capacity.

**8. Time Management called The Five Commitments of Focus: Productivity for the 21st Century (INV, SW, LDRSP) Henry Garret D**

*Scott Abel*

At the speed with which the world moves today, where everything is hyper-connected, the pace of work is ever increasing, and expectations are constantly on the rise, the only place left to truly innovate is you. Think about it. You are at the focal point of the tornado-like intersection of change where speed, pressure, and demand all collide on a daily basis. And... the world isn't slowing down for us. As a result, the skills we need today are dramatically different. Communication, workload assignments, special projects, questions, problems, unanticipated issues – they are happening now faster than ever before. Distractions and interruptions have become the new norm.

**9. Abuse of the Elderly (INV, SW) ROOM C104**

*Paul Bishop*

Physical abuse, mental abuse, financial abuse, self-abuse...sometimes it's hard to know where to begin, recognize what you are looking for, identify what the appropriate response is for specific situations, or determining the threshold for criminal abuse. Join LAPD detective Paul Bishop to understand the ins-and-outs of elder abuse investigations.

**10. Texas APS-Medical School Collaboration: Impact Overview on a Local, State and National Level (INV, SW, LDRSP) ROOM C105**

*Jason Burnett, Ph.D. and Carmel Dyer, M.D.*

This workshop will illustrate how a local APS need for expert medical opinion led to the establishment of a 20-year partnership that has had local, state and national impact in terms of research, education and clinical assessment. The presentation will lay out the development of the Texas Elder Abuse and Mistreatment Institute,

the first formal joint Adult Protective Services and medical school collaboration in the U.S. and how over the years, different arms have been built to address different needs for APS clients including what has been learned through research as well as programs that have been built to investigate suspicious deaths and conduct statewide assessments for capacity and elder abuse determinations. The session will wrap up with the current TEAM -Forensic Assessment Center Network and how we this will likely change the way APS agencies get access for their clients around the country.

**11. When to Back Off & Shut Up: What to Consider When Investigating the Use of Restraints! (INV, SW) Henry Garret C**

*Aaryce Hayes, LMSW*

APS individuals responsible for investigating allegations of abuse or neglect, often encounter situations involving the use of emergency interventions such as a physical or mechanical restraint or seclusion. These investigations can be frustrating because determinations as to when emergency interventions are necessary seem subjective. Regulations require de-escalation efforts prior to restraint. Often investigations focus on the performance of physical skills, with less attention paid to the use of less invasive interventions to de-escalate situations. Assessing whether any attempt was made to prevent the need for restraint is the first measure of understanding the clinical or care environment in which the alleged abuse or neglect (or inappropriate restraint) occurred.

This workshop is geared toward individuals who perform primary or secondary investigations subsequent to allegations of abuse or neglect involving the use of restraint. The workshop will examine the need to have a working knowledge of the standards that justify the use of involuntary emergency interventions, when and how to intervene, and what constitutes reasonable efforts to de-escalate situations. The discussion will include how the response of service providers to agitated behavior can incite aggressive behavior. This information is provided from the perspective of an individual who is a family member of several individuals with a disability, a social worker in a public psychiatric hospital, an investigator for the State of Texas, and an advocate for the Protection and Advocacy System in Texas.

**12. The Financial Exploitation of the Elderly (SW) ROOM C106**

*Valeria Sartorio*

This workshop with focus on how the AG prosecutes cases involving senior citizens. The speaker will walk the audience through the top consumer scams the Attorney General's Office sees, and train on how to respond and report. The speaker(s) will also explain how our office handles consumer reports received and give examples of specific cases. Finally, the speaker will provide an overview of the Texas Deceptive Trade Practices Act (TDTPA), how scams violate this law, and explain our agency's consumer protection legal authority under TDTPA.

**13. Nine Rapid Ways to Alleviate Stress (INV, SW) ROOM C107**

*Kindi Dulai-Gill*

When stressed, we hold back our breath, and with that, absorb the negative repercussions of its' continuous onslaught. In this workshop you will learn about your breath and experience many exercises showing you how to breathe your way into relaxation. These will help you to release bodily tension and see immediate results. You will be introduced to interactive processes that help to calm the mind and alleviate anxiety. Observation of thoughts and creating a distance between yourself and the events in your life also assists the dis-identification with stress. You will be educated on ways to observe, and thus learn how to transform physical and emotional pressure.

Information will be shared about state of the art active meditations that involve catharsis, movement, humming and out aloud expression. These are designed to take modern day strain off our shoulders very rapidly. Short samples of these will be shared in the workshop.

**Noon - 1:30 p.m.**      **Lunch (On your own)**

**1:30 - 5:00 p.m.**      **Conference Workshops - Afternoon Sessions (3 hours)**

**14. Understanding the Intricacies of our Emotional Health (INV, SW, LDRSP) ROOM C101**

*Kindi Dulai-Gill*

This is a deep dive to understand how conditionings and beliefs from our childhood affect our mental and emotional health. This workshop will provide education on how traumatic imprints are stored in the body, and how science today, endorses that memories stored in the epigenetic level of our DNA, affect behavior. This workshop will explain three case studies showing how the emotional and mental health “reset” point can be changed. You will learn how through facilitating transformation with the power of consciousness, behavior and emotional health will improve dramatically and spontaneously from within (all by bypassing the influence of the mind). The power of the law of attraction will be discussed and also how fears and anxieties can be dissolved and transmuted to create a healthy mindset.

**15. Investigation of Suspicious Burn Injuries (INV, SW) C102**

*Phylip J. Peltier*

Students will learn types of burns, and temperatures as they relate to burns, on children and adults. Several case studies will be presented along with learning activities to support experiential learning. Students will be directly involved with recreation exercises. Typology and cause will be discussed along with preparation of demonstrative evidence. Crime scene processing and evidence collection will be discussed and demonstrated.

**16. Domestic Violence/Elder Mistreatment in Later Life: The Complex and Challenging Issues Facing an Investigator (INV, SW) ROOM C103**

*Candace Heisler, J.D., Randy Thomas and Lisa Furr*

Domestic violence in later life encompasses a myriad of abusive and assaultive acts. It may take several forms and may be complicated by health and cognitive conditions affecting the victim, the perpetrator, or both. Understanding the victim’s experience will equip investigators to better anticipate reaction and choices and to work more effectively with a client/victim. This session will examine the tactics of abuse in later life and their effects on the victim/client. Suggestions for detection, investigation and intervention will be developed in order to improve an investigator’s ability to overcome investigative barriers. Specific attention will be paid to stalking, strangulation, and homicide-suicide. Using actual case material, investigative challenges associated with evidence collection, and case management along with Ideas for improving levels of client cooperation, safety, and wellbeing will be addressed.

**1:30 - 3 p.m.**      **Conference Workshops - Afternoon Sessions (1.5 hours)**

**17. A Case for Collaboration: Preventing Self-Neglect in Adult Primary Care Patients (INV, SW) ROOM C104**

*Ann Cortez, Debbie Billa, Courtney Reynolds, Catherine Bingle and Ray Kirch*

Workshop participants will learn about a self-neglect prevention project involving Texas APS, Benjamin Rose Institute on Aging, and WellMed primary care clinics in the San Antonio and Corpus Christi areas. Participants will learn about APS-healthcare collaboration, initial results of the project, and case studies of patients - some

neglecting, some not yet self-neglecting - and the services they received. Importantly, participants will discuss the potential to reduce risk before self-neglect develops and is reported to APS.

Vulnerable elder patients in randomly selected clinics are receiving in-home assessment for self-neglect. Suspected self-neglect is referred to APS and patients found not yet self-neglecting are being referred to community resources and receiving on-going case management for several months. Comparisons will be made with patients receiving usual care. The goals of the project are to improve outcomes for vulnerable adults, study the potential for preventing self-neglect, and identify lessons for future prevention programs and research.

**18. Be Here Now! The Science and Practice of Stress Resiliency (INV, SW) ROOM C105**

*Mojgan Jahan, Psy.D.*

A short discussion of allostatic load and effects of stress on health is followed by assessing impact of stress and one's own level of mindfulness in daily life. Several brief, hands-on mindfulness practices are offered. Participants are invited to take part in an experiential exercise demonstrated to positively impact caregiver burnout and compassion fatigue. This interactive, practical workshop is grounded in cognitive neuroscience, mindfulness and positive psychology.

**19. OK...You have THAT sex case.... NOW WHAT???? (INV, SW) Henry Garrett D**

*Jim Sears*

A look at sexual assault investigations and the issues involved with these cases. Taking what society is thinking and what we must know to overcome those "beliefs". Using up to date medical studies we show what can we get from the medical exam. How important is the forensic interview and what to take from that. Using the MDT to help in your investigation and what each part brings to help.

**20. Statewide Intake 101 (SW, INV) ROOM C106**

*Stephen Black and Porscha Roney*

Have you ever had questions about what happens on the other side when you're reporting abuse to the Texas abuse hotline? Or as a caseworker, have you ever wondered what all happened before that intake got to you? This workshop will give you an insider's look into what happens at the Statewide Intake (SWI) division of DFPS. Statewide Intake 101 will provide attendees with a comprehensive overview of SWI's responsibilities and functions. The session will close with a Q&A portion so attendees have the opportunity to ask whatever APS specific questions they may have about the SWI process.

**21. Protection and Advocacy Systems, To Know Us is to Love Us (INV, SW) ROOM C107**

*Aaryce Hayes, LMSW*

APS investigators, whether they perform community investigations or provider investigations, sometimes find their investigative report reviewed and appealed by Disability Rights Texas, the designated Protection and Advocacy System for the state of Texas. Who are these people and what is their relationship with APS investigations?

This workshop will delineate the common roles and responsibilities of APS investigators and that of the staff at the Protection and Advocacy System. The workshop will familiarize participants with the history and purpose of the Protection and Advocacy Systems, will describe how the P&A works to protect and advocate for individuals with disabilities' right to be free of abuse and neglect. The workshop will describe how APS investigators and the P&A can work together to better ensure the safety and quality of life for individuals with disabilities both in the community and in institutional settings.

## **22. Conflict Resolution: Having Difficult Conversations (SW, LDRSP) Henry Garrett C**

*Kevin Tutt*

Naturally some people handle conflict better than others. This session will begin to identify why conflict exists and the strategies necessary to navigate towards a positive outcome. Participants will engage in difficult conversations and begin to collect tools that calm conflict rather than escalate it. Interactive exercises and examples of the workplace will coach and motivate you to effectively deal with all types of conflict situations, with results that empower and really work.

**3 - 3:30 p.m. Break**

**3:30 - 5 p.m. Conference Workshops (1.5 hours)**

## **23. Creating a Culture of Excellence (SW, LDRSP) Henry Garrett D**

*Kevin Tutt*

What is resilience? People often define it as the ability to bounce back from adversity. However, this definition takes for granted that there is a constant place to bounce back to...that the world is stable and our job is to get "back to normal". However, the world is ever-changing and the "normal" before the unexpected or adverse event happened may no longer exist. What is truly needed is to bounce forward...to not just recover from change but to adapt to and thrive in the midst of chaos.

The goal of this workshop is to provide participants with the tools they need to bounce forward and thrive in a changing, chaotic world.

## **24. Protecting the Elderly: Case Studies (SW, INV) ROOM C104**

*Jennifer Bowman*

Dorothy called for a protective order against her abuser who was being released from TDCJ after thirty years. For years, this man raped her and brutally beat her, he kept her locked in a closet, and sexually molested their son. Grace called on behalf of her daughter Nancy, an autistic elderly woman with the mental capacity of a nine year-old, to get a protective order against one of her neighbors who had been convicted of brutally raping Nancy.

Helping elderly women through the protective order process is distinguishable in that some of them feel considerably more powerless than younger clients. Often times, their pleas for help have been ignored for decades, so they can require a different and sensitive approach. In addition, time is a factor and we have to use technology – presenting an even more stressful dilemma for our elderly clients less adept at technology. Many of our clients have owned their homes for years and will not move, so safety planning and expressing the gravity of their circumstances in a way they understand is critical. All in all, the process of obtaining a protective order for an elderly client presents unique challenges that can be resolved.

## **25. Congenital Syndromes – Associated with Intellectual Disabilities (INV, SW) ROOM C105**

*Lisa B. Glenn, M.D.*

Many genetic syndromes and congenital abnormalities are associated with intellectual and developmental disabilities. This session will discuss common genetic and congenital syndromes, physical characteristics and medical issues associated with these syndromes and how the syndrome affects the care needed by the individual.



### **30. Resources and Benefits for Veterans (SW) C102**

#### ***Brent Portwood***

There are over 1.5 million veterans who live in Texas, and more are transitioning or retiring here all the time. It is very important to have an understanding of our veteran community, their experience and challenges. One of the many challenges is understanding how to navigate through the different resources available for all the different statuses of veterans in different parts of Texas.

There are a great deal of benefits and resources available to many different veterans. Unfortunately, there is no “one-stop-shop” to find the resource(s) they may need. To better help you help others, we will discuss the different statuses of veterans, examples of resources available, and some best practices to assist in helping our veterans get the help they need.

### **31. Forensic Accounting: Tools for Exploitation Investigations (INV, SW) ROOM C103**

#### ***Jason Olson and Doug Cash***

This workshop will provide insight on when and how to use forensic accountants in financial exploitation cases. We will review past financial exploitation cases and provide information on forensic accounting, specifically where to start with an investigation, what to look for, how to identify what is missing, how to summarize findings and how forensic investigative tools can assist with investigations.

### **32. Truth or Fiction: Red Flags and Risk Factors for Sex Trafficking (INV, SW) Henry Garrett C**

#### ***Ada McCloud***

Over the last several years there has been an increased focus on commercial sexual exploitation. Many federal, state, and nonprofit organizations have information on their websites listing common characteristics of the victims of sexual exploitation. Many infographics have been created to educate the public and professionals regarding the Red Flags and Risk Factors for CSE. What if we are wrong? What do we really know about the individuals who are victims of sexual exploitation? What are the survivors telling us? In this session we will take a hard look at the vulnerabilities that put individuals at risk and the red flags that help professionals and nonprofessionals identify those who are at risk of exploitation or are being exploited – we may even expose a myth or two.

### **33. Testifying in Court (INV, SW) ROOM C104**

#### ***Chaunté Sterling, J.D.***

This workshop will give an overview of what to expect when you have been subpoenaed to testify in court. We will cover everything from proper courtroom etiquette, how to prepare, understanding objections, how to answer questions, and what information the judge is looking for.

### **34. Consumer Directed Services (CDS) (INV, SW) ROOM C105**

#### ***Kari Brock, MPH***

In Texas, individuals who utilize Medicaid home and community-based waiver and state plan services are provided with opportunities for self-direction. Self-direction, afforded through HHSC’s CDS option, supports a person’s freedom of choice and promotes control over the delivery of services. Individuals who choose to self-direct, or their representatives if applicable, become the household employers of their service providers and manage the delivery of their program services. Financial management services agencies (FMSAs), contracted with HHSC or managed care organizations, conduct payroll and pay federal and state taxes on behalf of CDS

employers. This presentation will introduce the CDS option, including a review of key players and their roles and responsibilities.

**35. The Scene Investigation: How to Improve Your Cases for Civil and Criminal Trials (INV, SW) ROOM C106**

*Jim Sears*

Photographic and scene techniques used to improve cases. Working towards preserving the scene and then presenting a comprehensive presentation for the courts. How to take the pictures so that they will be able to be used in trials, presentations to supervisors, and general applications for the photographs. Will include a historical and societal perspective on photography and what is expected in courts of today and societal expectations. How to be successful in your scene preservation through photographs. How to work with Law Enforcement in helping everyone's cases be stronger.

**36. Teamwork (INV, SW, LDRSP) Henry Garrett D**

*Kevin Tutt*

Teams depend on individual commitment to meet departmental and organizational goals. Teams rely on one another to set each member up for success. A culture of excellence is difficult to achieve when the team lacks trust, creates artificial harmony, lacks commitment and has little peer-to-peer accountability. This session will discuss the importance of working together and strategies necessary to accomplish high expectations as a team.

Leaders will recognize the value in coaching their team rather than managing their team. Through this training they will be challenged to understand the correlation between employee strengths and high levels of employee engagement. During this session participants will examine a strengths tool to be conducted with all employees that will begin to set the stage for continued accountability.

**37. Shining the Light on Hidden Bias (INV, SW) ROOM C107**

*Valerie Martinez and Katie Wilson*

One thing is certain – we all have bias. Bias can range from being conscious and intentional, to being completely buried deep down in our subconscious minds. So how can you work an objective and thorough investigation without bias influencing your conclusions? The answers can be found in this workshop, as we explore the different types of biases that may occur and ways we can counter their insidious effects on our casework.

**Noon - 1:30 p.m. Lunch (On your own)**

**1:30 - 5 p.m. Conference Workshops - Afternoon Sessions (3 hours)**

**38. Hoarding: A Practical Guide to Understanding and Helping the Person who Hoards (INV, SW) ROOM C101**

*Maria Spetalnik*

Sooner or later everyone who works in APS will find themselves dealing with someone in a hoarded environment. The sights, sounds, smells, and emotions can be quite overwhelming for the unprepared. This is also a very difficult situation for the person who hoards because the shame, depression, anxiety, and stress of living in a highly cluttered environment complicates any other issues they may have. During this fast-paced workshop, we will explore the causes of Hoarding behavior, the unusual ways the person who hoards thinks, as well as the techniques, resources and other professionals that can help the client improve their situation. Maria uses many real-life examples and case studies as well as some hands-on activities during her presentation to keep everyone engaged and to aid those with different learning styles to retain the material.

**39. Psychopaths: What You Need to Know (INV, SW) Henry Garrett D**

*Lyndel Williams*

The subject of psychopathy is very complex disorder manifested in aggressive, perverted, criminal, or amoral behavior without empathy or remorse, they manifest amoral and antisocial behavior, lack of ability to love or establish meaningful personal relationships, extreme egocentricity, failure to learn from experience, etc. It is very important that individuals learn what this person is capable of and how to protect themselves from these predators.

**40. Forensic Interviewing: Identifying Deception When Conducting Interviews (INV, SW) C102**

*Jason Olson and Doug Cash*

Being able to conduct effective interviews is essential for investigators. Understanding the interview starts with a handshake and progresses from there. The question becomes, are you able to detect deception and then drill down to determine the core root of that deception? During this seminar, we will discuss an effective interview process, causes of deception during an interview, an understanding of where deception originates from, stress response states, the difference between deceptions and lies, how interview contamination affects the interview and the proper closing of an interview is an overlooked step.

**1:30 - 3 p.m. Conference Workshops - Afternoon Sessions (1.5 hours)**

**41. The New Generations of Employees (LDRSP) ROOM C103**

*Kevin Tutt*

Are you kidding me, what planet are you from and did that really just happen? These are all questions you may have recently asked yourself while dealing with a young employee or today's traditional student. Raised by parents who believe in the importance of self-esteem, they believe they are ready to take on any task and conquer the world. They expect a working and learning environment that is challenging, fun, collaborative and rewarding. So how do we lead a generation of educators who have been constantly told by society that they are special, protected from every conceivable danger and who believe they can do all things better than they are currently being done? This session will teach you how to understand, relate and lead this generation of educators to accomplish incredible outcomes.

**42. Connecting with a Person Living with Dementia / Approach Matters (INV, SW) ROOM C104**

*Stephen Catoe*

A positive approach is the key to connecting with a Person Living with Dementia. Dr. Allen Power redefines dementia as "A shift in the way a person experiences the world around her/him."

To work with a person with dementia we must approach it from their perspective and experience. These are the cornerstone to changing the culture of care. A trusting connection will facilitate the best possible outcome while working together. Teepa Snow's "Positive Approach to Care" will be included in this workshop. There will be a demonstration of the techniques as well as opportunity for participation.

**43. Sexual Assault – Myths and Misconceptions (INV, SW) ROOM C105**

*Mark Wynn*

This presentation will explore societal myths and misconceptions about sexual assault including "victim blaming" and false reporting and how these myths and misconceptions impact our beliefs, response, investigations and

the pursuit of justice. The presentation will discuss how to overcome these barriers; including men's role in prevention and encouraging reporting of these crimes to help support victims and ensure justice.

**44. Living Intentionally (INV, SW, LDRSP) Henry Garrett C**

*Elia Moreno*

Learn how 9 principles in just 90 seconds can create opportunities for you to add value to every person you come in contact with. These simple principles are not groundbreaking in isolation, but this method of incorporating them within a 90-second encounter offers a roadmap to a destination that few have been able to find. Learn how to engage and connect in a way that allows you to effectively communicate with people living in the crisis of poverty. This session will include insight on the history of poverty and the diversity of poverty. This understanding will allow you to work more effectively across race, poverty, gender, and generational barriers. It will also provide a different filter for you to address poverty; a filter without blame or judgment that allows professionals to better connect with the families you serve.

**45. Building an Elder Mistreatment MDT From the Ground Up (SW, LDRSP) ROOM C106**

*Carmel Bitondo Dyer, M.D., James Booker, Ph.D. and Candace Heisler, J.D.*

This workshop will provide a recipe for success for developing a multidisciplinary elder mistreatment team in your local setting. Three experienced MDT members will use a case-based format to teach the steps necessary for all stages of team development. They will provide practical information and a formula for successful teams. They will describe common challenges and provide strategies for successful outcomes. The workshop will include a combination of didactics, small group exercises and role-play.

**46. Employee Misconduct Registry (EMR) (INV, SW) ROOM C107**

*Susan Wolfe, J.D.*

This workshop will include an overview of Employee Misconduct Registry (EMR) cases and the laws pertaining to them, identification of evidence which supports an EMR case and current issues and trends arising in these cases as identified by EMR attorneys, the judges, and investigators. The session will include working through example cases and issues identified by class participants.

**3 - 3:30 p.m. Break**

**3:30 - 5 p.m. Conference Workshops - Afternoon Sessions (1.5 hours)**

**47. What Should Happen and What You Should Expect from an Effective On-Scene Investigation (INV) ROOM C103**

*Mark Wynn*

Investigations are often conducted differently between APS and law enforcement even as we work together to effectively investigate allegations against elderly adults and adults with disabilities. In this session, through the use of interactive participation, case studies, and re-enactments, the participants will view the incident and crime scene through the eyes of the investigating officer. On completion of this session, the participants will understand the five objectives of an on-scene investigation; learn interviewing techniques, victim behaviors and offender motivation.

**48. Introduction to Waiver Survey and Certification (WSC) (INV, SW) ROOM C104**

*Will Medina*

Introduction for HHSC-PI investigators/Managers to understand what WSC is, how WSC interacts with APS/HHSC-PI, and what happens to the reports and referrals received by the department. This course will also

examine the WSC complaint process, cross-departmental cooperation, and provide contacts for PI staff in WSC for assistance with potential issues or cases.

**49. MBTI – Myers-Briggs Type Indicator Psychological Type (INV, SW and LDRSP) Henry Garrett C**

*Lawandra Smith and Denise McDonald*

During the workshop you will complete a brief MBTI self-report questionnaire and participate in four activities that will help you identify your unique gifts and enhance your understanding of yourself, your motivations, your natural strengths and potential areas for growth as a leader.

**50. Common Sense Strategies for Protecting Ourselves from Secondary Trauma (SW) ROOM C105**

*Cathy Wood & Gail Wettstein*

Secondary Traumatic Stress is the emotional duress that results when an individual hears about the firsthand trauma experiences of another. Its symptoms mimic those of post-traumatic stress disorder (PTSD). Regardless of how skilled or experienced APS workers are, they will be impacted when they work in close proximity to major trauma. If staff do not take steps to protect themselves, Secondary Traumatic Stress will begin to affect them personally, interpersonally, and organizationally. This workshop will assist APS staff in recognizing Secondary Traumatic Stress and in developing an action plan to protect themselves from developing Secondary Traumatic Stress.

**51. Fighting Elder Financial Exploitation through Community Networks (INV, SW) ROOM C106**

*Kate Kramer*

There is a growing consensus among community stakeholders, experts and practitioners that multidisciplinary community collaboration improves detection, response and the prosecution of elder financial exploitation. Join us to discuss the findings of our recent study of 23 community collaborative organizations. We will discuss their successes and challenges in a number of areas including activities, membership, and sustainability. We will discuss recent activities of elder financial protection networks in and engage the audience to share their experience and perceptions of the need for networks in their communities.

**52. Connecting Person Centered Thinking with APS (INV, SW) ROOM C107**

*Kristi Graves and Erika Cain*

How do you live your life? Is your life 100% about what is healthy for you and what keeps you safe? Is your life a balance of things that make you happy and content along with keeping yourself healthy and safe? During this workshop, the participant will learn how to connect Person Centered Thinking with Adult Protective Services. Emphasis will be placed on balancing what is important to and for the person while applying Person Centered Thinking skills to effective service planning and contacts. The Institute of Person Centered Thinking along with the Texas Department of Family and Protective Services Center for Learning and Organizational Excellence have worked for two years to create a Person Centered Thinking course specifically designed for Adult Protective Services. Come prepared to get down to the core of Person Centered Thinking principles and how they connect to the work of Adult Protective Service staff.

**6:00 p.m. - 10 p.m.** Evening Social *Executive Surf Club*

**Friday, November 2, 2018**

**8:30 a.m. – 10:00 a.m.** Morning Workshops

**53. Beyond the Obvious – Interpreting the Power, Control and Manipulation (INV, SW) Henry Garrett AB**

*Mark Wynn*

It can prove to be difficult to understand what the victim may endure in any situation, yet we have to be able to find a way to relate and understand in the course of providing services. This session will enable participants to see the offender manipulation through the eyes of the victim, law enforcement, advocate and its impact. This session will enhance the participants' understanding of the power, control and manipulation tactics used against the victim and the service provider as well as probable cause, interpretation of injuries, justifiable self-defense and determining dominant/primary aggressor.

**54. Permission to Rest (SW) Henry Garrett D**

*Elia Moreno*

Dr. Charles Figley asked "What is the cost of caring"? If you work with people you know that Compassion Fatigue is the cost of caring. Even with this valuable truth in hand, it is rare that we allow ourselves permission to dial back our own efforts when we need rest. In this session, you will be exposed to strategies that will allow you to work your way from Compassion Fatigue to Compassion Satisfaction. By improving your resiliency, self-care skills and establishing a self-management plan, you will better be able to offer the very best to your clients, colleagues and yourself both in and out of the work.

**55. Grabbing on or Holding On (LDRSP) ROOM C101 +C102**

*Ken Futch*

How do you react to change? Do you hold on to the old or grab on to the new? Managing change isn't just recognizing the need to change, but knowing how to change. During this humorous and high-energy program, you will acquire the insights and tools to reframe change and to embrace the potential that change offers.

**10:00 a.m. – 10:30 a.m.                      Break**

**10:30 a.m. – 12:00 p.m.**

**Closing Session                                      Keynote Address Henry Garret Ballroom AB**

Silent Auction winners will be announced. Must be present to win.

**56. Take Your Best Shot - Turning Situations into Opportunities**

*Ken Futch*

A moment can change a life. Ken's astonishing true story of how he accidentally shot himself in the head – and how it opened his mind! Hilarious, inspiring and motivating, you will get a whole new perspective on how to turn situations into opportunities.

## **AMERICAN BANK FLOORPLAN**

**I attached the floorplans with this email.**