

20TH
ANNIVERSARY

NEW YORK STATE
ADULT ABUSE TRAINING INSTITUTE:

SOLVING THE PUZZLE: CLIENT & WORKER HEALTH

OCTOBER 8-10, 2013
ALBANY MARRIOTT HOTEL



 New York State
Office of
Children & Family
Services

**BROOKDALE
CENTER**
for Healthy Aging

Hunter College / The City University of New York



About This Event

This is the 20th year of the Adult Abuse Training Institute (AATI) presented by the Brookdale Center for Healthy Aging on behalf of the NYS Office of Children & Family Services (OCFS). The AATI brings together over 400 participants from a variety of public and private service providers where networking and sharing expertise will be facilitated through an assortment of formal and informal activities. This year, the focus of the AATI will be the relationship between the health of the worker and the health of the client. We will bring together different perspectives to provide alternatives to improve client and worker health

Learning Goals Of The AATI

- To build networks, collaboration, skill 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 and nurture vulnerable adults;
- To nurture and sustain all service providers who are engaged in the effort to prevent and/or end abuse to adults in New York State

Who Attends the Event

Protective Services for Adults staff; 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, legal, law enforcement and justice. The commitment and energy of participants and presenters are the most critical elements to the success of this event.

AATI STEERING COMMITTEE



Maria Andriano, Michael Cahill, Christine Coons, Deborah Greenfield, Pamela Kelly, Shelley Lambert, Alan Lawitz, Lisl Maloney, Kim Thomas, Jill Tobin, Paula Vielkind

Rose Mary Bailly

NY State Law Revision Commission

Jackie Berman

NYC Department for the Aging

Patricia Bomba

Excellus BlueCross BlueShield & Med America Insurance Company

Paul Caccamise

Lifespan of Greater Rochester Inc.

Jean Callahan

Brookdale Center for Healthy Aging of Hunter College/CUNY

Mary Anne Corasaniti

MACH Consulting Services

Kathleen Crowe

Brookdale Center for Healthy Aging of Hunter College/CUNY

Debra Darby

Excellus BlueCross BlueShield

Annette Esposito

Equinox

Ashley Faustin

Brookdale Center for Healthy Aging of Hunter College / CUNY

John Fella

Rockland County Dept. Of Social Services

Alan Ferster

NYC Human Resources Administration

Paul Fleischmann

Brookdale Center for Healthy Aging of Hunter College / CUNY

Martha Gulley

Clinton County Office for the Aging

Mary Hart

NYS Department of Health

Amy Hegener

NYS Office for the Aging

Jennifer Hicks

Vera House, Inc.

Robert Higgins

NYS Office of Alcohol & Substance Abuse Services

Richard Holcomb

Clinton County Department of Social Services

Charlene Hrachian

NYS Office of Mental Health

Helen Jenkins

NYC Dept. for the Aging

Patricia Jennings

NYS NYC Human Resources Administration

Gary Kelly

New York State Police

Elizabeth Loewy

Manhattan District Attorney's Office

Art Mason

Lifespan of Greater Rochester Inc.

Marc Mueller

Erie County Department of Social Services

Marie Philip

NYC Human Resources Administration

Stacey Plichta

CUNY School of Public Health at Hunter College

Erin Purcell

NYS Office for the Aging

Geoffrey L. Rogers

Brookdale Center for Healthy Aging of Hunter College/CUNY

Martha Schunk

NYS Office of People with Developmental Disabilities

Lin Shannon

NYC Department of Health

Scott Speanburg

NYC Office for the Prevention of Domestic Violence

Josh Vinehout

NYC Division of Criminal Justice Services

Patricia Watson

Erie Co. Dept. of Senior Services

Marjorie Windheim

Rockland Co. Dept. of Social Services

AGENDA-AT-A-GLANCE

Tuesday, October 8, 2013

- 9:00am - 4:00pm Article 81 Guardianship Training
Room: Albany/Colonie (Legal Pre-Intensive)
(Lunch break 12:00pm - 1:00pm) for NYS PSA Workers
- 9:00am - 4:00pm Fundamentals of Supervision
Room: Salon A for NYS PSA Workers, *Day 1*
(Lunch break 12:00pm - 1:00pm)
- 1:00pm - 5:00pm Elder Abuse Prevention
Room: State Room Intervention Meeting

Wednesday, October 9, 2013

- 8:00am - 5:00pm Registration
- 8:00am - 12:00pm Fundamentals of Supervision
Room: Salon A for NYS PSA Workers, *Day 2*
(Lunch break 12:00pm - 1:00pm)
- 10:30am - 12:00pm Workshop Session #1
- 12:00pm - 1:30pm Welcome Luncheon & Keynote
Room: Salon DE

Welcome and Opening Remarks

Alan J. Lawitz, Esq., *Director, Bureau of Adult Services,
New York State Office of Children & Family Services*

Laura Velez, *Deputy Commissioner Division of Child Welfare and Community
Services, New York State Office Of Children and Family Services*

Greg Olsen, *Director of New York State Office for the Aging*

Keynote Address

Pamela B. Teaster, Ph.D., *Professor, Department of Health Behavior; Director
of Doctoral Studies, College of Public Health, University of Kentucky*

- 1:45pm - 3:15pm Workshop Session #2
- 3:15pm - 3:30pm PM Break (*coffee served*)
- 3:30pm - 5:00pm Workshop Session #3
- Dinner (on your own)*

AGENDA-AT-A-GLANCE

Thursday, October 10, 2013

- 7:00am - 8:30am Continental Breakfast (*served*)
Room: Foyer DE
- 7:00am - 8:30am EISEP Presentation
Room: Salon AB

EISEP Case Management: What do you know? What do you want to know?

Start your day off right... join NYSOFA representatives in a fast-paced, information exchange on topics relevant to EISEP Case Managers in today's changing environment. The session will include updates about the State's long term services and reform efforts, and will engage participants in a fun way to discuss case management issues emerging from the field.

- 8:30am - 10:00am Plenary Session
Room: Salon DE

Plenary Speaker (8:30am - 9:15am)

Ashton Applewhite, *Writer, Speaker and Activist*

OCFS Certificate of Recognition for Excellence in Providing Adult Services (9:15am - 10:00am)

Presented by: *The Bureau of Adult Services,
New York State Office of Children & Family Services*

- 10:00am - 10:30am AM Break (*coffee served*)
- 10:30am - 12:00pm Workshop Session #4
- 12:00pm - 1:15pm Closing Luncheon & Updates

Updates and Closing Thoughts

Alan J. Lawitz, Esq., *Director, Bureau of Adult Services,
New York State Office of Children & Family Services*

- 1:15pm - 2:45pm Workshop Session 5

SESSION 1 WORKSHOPS

Wednesday, October 9th | 10:30am-12:00pm

101

ALBANY/COLONIE

My Mother's Garden: Hoarding - A Risk to Worker Safety and Client Health

10:30AM - 12:00PM • ALBANY/COLONIE

Hoarding cases are often very stressful to the client and service provider. People who hoard don't see a problem; but neighbors and the community expect PSA to take action to cure the problem. This workshop will review the dynamics of hoarding including the impact on the client, the community and service providers. This will be a highly interactive learning experience that will include the use of film clips to stimulate discussion. Workshop participants will be invited to discuss their own experiences and strategies for achieving successful outcomes in cases of hoarding.

Presenters: *Patrice La Mariana, L.P., Licensed Psychoanalyst;*
Paul L. Caccamise, LMSW, ACSW, Vice President for Program,
Lifespan of Greater Rochester Inc.

102

STATE ROOM

Loneliness, Isolation and Elder Abuse: How to Identify and Respond to At-Risk Elderly

10:30AM - 12:00PM • STATE ROOM

This workshop will define loneliness and isolation and discuss how to identify it among older people who live in the community. Health risks associated with loneliness and isolation will be explored. Prevention of loneliness and isolation and potential ways to alleviate isolation will be discussed. A success case study and short film will be used to highlight community and home based interventions.

Presenter: *Alexis Carter, LMSW, CCM, CGCM, QDCS, Director,*
Senior Source from Selfhelp Community Services, Inc.

103

SALON B

Smart Seniors, Smart Investors: Don't Get Scammed

10:30AM - 12:00PM • SALON B

This workshop will focus on the extent of elder financial fraud, the most common ways it occurs, the warning signs of financial fraud, what to do if you suspect financial fraud, how to safeguard against financial fraud, and other information that would be useful for professionals who work with older adults. This will be part of a statewide elder fraud prevention program in which the Attorney General's office is partnering with the Brookdale Center for Healthy Aging, the Hebrew Home at Riverdale, Lifespan of Greater Rochester and AARP.

Presenters: *Gary Brown, Assistant Attorney General-in-charge,*
NYS Attorney General's Office;
Art Mason, LMSW, Director, Elder Abuse Prevention Program, Lifespan;
Jean Callahan, Esq., MSW, Director, Brookdale Center for
Healthy Aging of Hunter College

SESSION 1 WORKSHOPS

Wednesday, October 9th | 10:30am-12:00pm

Healthy Roles, Healthy Bodies & Healthy Minds: Decreasing the Risk for Alzheimer's and Dementia

10:30AM - 12:00PM • SALON C

How do we help lessen the risk of Alzheimer's disease and other dementias? The way we approach our professional and personal lives directly impacts the health of our bodies. Empowering ourselves and our clients to recognize and address compassion fatigue, burnout and emotional trauma promotes professional, social, emotional and physical well-being to lessen the risk of Alzheimer's disease.

Presenters: *Jessie Cornell, MSW, Associate Program Director, Alzheimer's Association*

104
SALON C

Spirituality and Aging

10:30AM - 12:00PM • SALON F

As people age, they often begin to devote increased attention to spiritual concerns or religious practices. However, Adult Protective Services (APS) staff and aging services professionals are not always prepared to understand or engage with the spiritual concerns of their clients. APS staff must be sensitive to issues of separation of "religion and state." At the same time, they also need to be aware of the importance of spirituality in the lives of their clients and the central role spirituality and religious institutions can play in the health and quality of life of their clients. This workshop will address some common questions such as:

1. *What are the spiritual needs of people in later life?*
2. *How is spirituality related to physical and mental health?*
3. *What do I do if my client asks to pray with me (or for me)?*
4. *Does spirituality matter when people know they are dying?*
5. *How can I promote a rich spiritual life without proselytizing?*

Presenters: *Cindy Steltz, MPA, Program Director, Education and Training, Lifespan of Greater Rochester Inc.;*

Annette Esposito, Elder Abuse Case Manager, Equinox

105
SALON F

Financial Health and Development: Tools for Empowering Workers and Clients

10:30AM - 12:00PM • SALON G

How's your financial health? This workshop will examine how financial empowerment through financial coaching, education and counseling activities can impact you, and/or your organization's financial health and security. Come to this workshop to acquire tools to empower your financial health management that can also be used in working with clients to maximize their financial security. Learn about The Financial Clinic and its successful work to build financial security across the nation; individual by individual, family by family and organization by organization.

Presenter: *Rebecca Smith, Director of Strategic Initiatives, The Financial Clinic*

106
SALON G

SESSION 1 WORKSHOPS

Wednesday, October 9th | 10:30am-12:00pm

107
SALON H

Universal Health Precautions: Keeping Yourself and Your Clients Safe and Healthy

10:30AM - 12:00PM • SALON H

This workshop will introduce participants to the basic practices of Universal Health Precautions as they relate to worker safety and protecting the health and well-being of their clients. It will focus on preventing a worker from catching an illness from health compromised clients and developing ways to insure that germs are not retransmitted from one client to the next.

Presenters: *Patrick Archambeault RN, MA, CRN, Registered Nurse, Eddy Visiting Nurse Association;*
Richard Holcomb, Adult Services Supervisor, Clinton County Dept. of Social Services

108
SCHENECTADY ROOM

Creating and Nurturing a Healthy Lifestyle: Preventing Burnout When Caring for Seriously Ill People

10:30AM - 12:00PM • SCHENECTADY ROOM

Self-care helps an individual revitalize themselves when they feel drained. Self-care also enables one to maintain honesty with compassion, continue to serve vulnerable adults and avoid burnout. At the end of this workshop, participants will recognize the importance of self-care and identify appropriate organizational and personal strategies for self-care.

Presenter: *Patricia A. Bomba, MD, FACP, V.P. & Medical Director, Geriatrics, Excellus BlueCross BlueShield and MedAmerica Insurance Company*

109
TROY ROOM

New York State Power of Attorney/Guardianship Case Law Update

10:30AM - 12:00PM • TROY ROOM

This workshop will focus on legal updates regarding Powers of Attorney (POAs) and Adult Guardianship laws. Case law, new statutes and policy trends will be discussed. Participants are encouraged to share local practice issues. Our presenters are well known experts in this area.

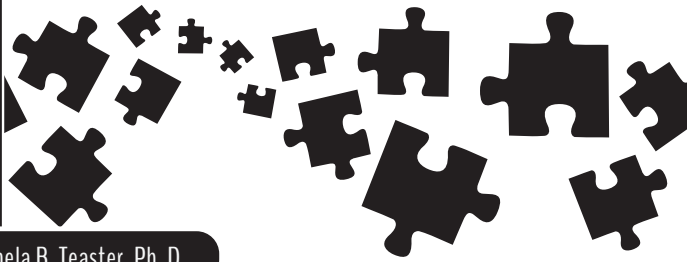
Presenter: *Debra Sacks, LPN, JD, Senior Staff Attorney, Sadin Institute on Law, Brookdale Center for Healthy Aging of Hunter College*
Alan Lawitz, Esq, Director, Bureau of Adult Services, New York State Office of Children and Family Services

KEYNOTE PRESENTATION

Wednesday, October 9th | 12:00pm-1:30pm



Pamela B. Teaster, Ph. D



Pamela B. Teaster, is a Professor in the Department of Health Behavior and the Director of Doctoral Studies in the College of Public Health at the University of Kentucky (KY). She is the Director of the Ohio Valley Appalachia Regional Geriatric Education Center (OVAR/GEC), and the Director of the Kentucky Justice Center for Elders and Vulnerable Adults. She is president and founder of the Kentucky Guardianship Association. She serves on the Editorial Board of the *Journal of Elder Abuse and Neglect*. Dr. Teaster is a Fellow of the Gerontological Society of America and the Association for Gerontology in Higher Education, a recipient of the Rosalie Wolf Award for Research on Elder Abuse, the Outstanding Affiliate Member Award (Kentucky Guardianship Association), and the Distinguished Educator Award (Kentucky Association for Gerontology). She is the author of over 100 peer-reviewed articles, reports, books, and book chapters.

SESSION 2 WORKSHOPS

Wednesday, October 9th | 1:45pm-3:15pm

201 STATE ROOM

APS and SPCA: Your Role in Collaborating an Intervention for Animal Hoarding

1:45PM - 3:15PM • STATE ROOM

This workshop will focus on the collaboration between APS caseworkers and the local Shelters/SPCA's. It will discuss the importance of this relationship and how it benefits the client. We will also discuss specific cases from Washington County and the SPCA of Upstate NY, as well as focus on solutions to difficult situations such as hoarding, guardianship related issues, legal aspects of intervening with people who hoard and animal neglect /abuse. Participants will be empowered to make the changes to benefit their clients as well as the animals in their care.

Presenters: *Cathy A. Cloutier, Executive Director,
The SPCA of Upstate New York, Inc.;*

*Debra Ann Myers, Retired APS Senior Caseworker,
The SPCA of Upstate New York, Inc.*

202 ALBANY/COLONIE

Protecting Our Elders: Senior Substance Abuse Issues

1:45PM - 3:15PM • ALBANY/COLONIE

Protecting our addicted senior population is of the utmost importance as the number of seniors turning to alcohol and/or other substances continues to grow in New York State and nationally. The aims of this presentation are to:

1. Describe the incidence and prevalence of substance abuse among older people.
2. Discuss the strains and high demands placed on geriatric addictions practitioners.
3. Offer insight on how loss of meaning and purpose in life can result in increased vulnerability and victimization for the older addicted adult.
4. Provide useful tools to identify and respond to the needs of this high risk population.
5. Describe how a local substance abuse program for seniors offers specialized services to meet the growing needs of our elders.

Presenters: *Nicole S. MacFarland, LCSW-R, CASAC, (Ph.D. Candidate),
Executive Director, Senior Hope Counseling Inc.;*

Brian Barr, LCSW-R, CASAC, President, Senior Hope Counseling Inc.

203 SALON C

Using Breath and Meditation for Stress Relief

1:45PM - 3:15PM • SALON C

This workshop will be an experiential learning experience with facilitated breath and meditation practices. Participants will learn how to use simple breath and meditation techniques to alleviate stress in all areas of life.

Presenter: *Joy Solomon, Esq., Certified Yoga Instructor,
Director & Managing Attorney, The Hebrew Home at Riverdale;
The Harry & Jeanette Weinberg Center for Elder Abuse Prevention*

SESSION 2 WORKSHOPS

Wednesday, October 9th | 1:45pm-3:15pm

Suicide Intervention Skills for the Caregiver

1:45PM - 3:15PM • SALON F

This workshop will help to identify risks associated with suicide and teach service providers how to ask "the question". Participants will develop an understanding of basic suicide intervention skills and how to link anyone at risk for suicide to local resources.

Presenters: *Melanie Puerto, MS, Director, NYS Office of Mental Health Suicide Prevention Initiatives;*

Pat Breux, RN, BSN, Youth Prevention Specialist, Suicide Prevention Center of New York

204
SALON F

The Impact of Financial Exploitation on a Client's Eligibility to Receive Benefits

1:45PM - 3:15PM • SALON G

This workshop will explore what happens when exploiters steal a client's money and resources, and then what happens when the victim applies for benefits like Medicaid and SNAP. We will also look at what we need to do to help meet client's needs when they don't have a safety net. (For this portion of the program we will be asking workshop participants to share ways they have successfully helped clients who don't have benefits.)

Presenters: *Neva Provost, Senior Social Welfare Examiner, Clinton County Department of Social Services;*

Richard Holcomb, Deputy Commissioner, Clinton County Department of Social Services

205
SALON G

Wellness Care for the Caregiver: Countering the Effects of Vicarious Traumatic Stress

1:45PM - 3:15PM • SCHENECTADY ROOM

Understand what secondary traumatic stress is and how it may be affecting you at work and at home. Listen to actual case studies on workers and learn about a wellness care model implemented in a residential domestic violence shelter setting designed to promote healing for workers impacted by abuse and trauma. Participate in or observe a restorative yoga session and learn wellness care techniques to diffuse the effects of vicarious stress syndrome.

Presenters: *Veronica Hedrington, LCSW, Clinical Director, NYC Human Resources Administration;*

Monica Celeste Johnson, NYS Certified Yoga Instructor & Recreational Therapist Clinical Wellness Care Consultant, NYC Human Resources Administration;

Marie B. Philip, Executive Director, NYC Human Resources Administration, Emergency Intervention Services-Office of Domestic Violence

206
SCHENECTADY
ROOM

SESSION 2 WORKSHOPS

Wednesday, October 9th | 1:45pm-3:15pm

207
SALON A

De-escalating Clients Suffering from Mental Illness

1:45PM - 3:15PM • SALON A

Field workers are often engaged with involuntary and/or frustrated clients who often have difficulty coping with stressful situations. Coping is often frustrated by mental illness, substance abuse and other social issues. This workshop will provide information on de-escalating potentially hostile situations. It will focus on worker safety in homes as well as safety resources in the community.

Presenter: *Kristin Adduci, MA, LMHC-P, Senior Supervising Counselor, Crisis Services*

208
TROY ROOM

You Know it When You See it, but How Do You Prove it?

1:45PM - 3:15PM • TROY ROOM

This workshop will concentrate on standards of proof and discuss statements, records (medical and financial), recorded conversations, jail tapes, pictures and social media as it relates to the prosecution of elder abuse and financial exploitation cases. It will also discuss the requirement that defense counsel be advised of exculpatory information.

Presenters: *Candace Vogel, Esq., Assistant District Attorney, Erie County District Attorney's Office;*
Elizabeth Loewy, Esq., Assistant District Attorney, Elder Abuse Unit, NY County District Attorney's Office

SESSION 3 WORKSHOPS

Wednesday, October 9th | 3:30pm-5:00pm

Aging: What's Normal? What's Not?

3:30PM - 5:00PM • STATE ROOM

There are many misconceptions about aging. Even those of us who work with older adults on a regular basis have misconceptions about aging. Recent research has shed new light on what it means to grow old. In this workshop, Dr. Machemer will cover what constitutes normal aging versus disease process, with a focus on persons with life-long disabilities. At the end of this workshop, attendees will know what normal and abnormal physiological changes to expect as you and your clients grow older.

Presenter: *Richard H. Machemer, Jr., Ph.D., Professor Emeritus,
Depts. Of Biology and Gerontology*

301
STATE ROOM

Heart and Soul: A New Way of Promoting Whole Body Wellness

3:30PM - 5:00PM • ALBANY/COLONIE

The video, "Heart and Soul" narrated by Ted, "The Golden Voice" Williams will be shown which describes the challenges faced by two individuals and how they found a better way to live life. Real case examples will be used to illustrate how both individuals in recovery and those who support them can develop strategies to improve their lives. Audience participation will be encouraged.

Presenters: *Marjorie Windheim, MSW, CSW, Supervisor Adult Services,
Rockland County Department of Social Services;*

Andy Kohlbrenner, CPRP,

*Director, Mental Health Recovery and Program Development,
Rockland Independent Living Center;*

Levi Riddick, CPRP, Senior Peer Specialist, Rockland Independent Living Center

302
ALBANY/COLONIE

Alternative and Complementary Health Care Practices

3:30PM - 5:00PM • SALON B

PSA workers should be aware of the growing number of alternative and complementary health care practices available to them and to their clients. In addition to traditional herbal remedies used around the world, other alternative modalities include acupuncture; hypnosis; osteopathic manipulation; shamanism and "energy medicine" practices such as yoga, Reiki, Qi Gong and Tai Chi. Participants will learn about the variety of options that can complement the western healthcare system to promote healing, stress relief and wellness. Participants will also have the opportunity to practice some basic complementary healthcare exercises in this workshop.

Presenters: *Sarah van Leer, Energy Healer & Certified Hypnotist;*

*Paul L. Caccamise, LMSW, ACSW, Vice President for Program,
Lifespan of Greater Rochester Inc.;*

Kathleen Crowe, MSW, Consultant

303
SALON B

SESSION 3 WORKSHOPS

Wednesday, October 9th | 3:30pm-5:00pm

304
SALON C

Comprehensive Response to Elder Abuse: Building Multidisciplinary Teams (MDT)

3:30PM - 5:00PM • SALON C

Using case examples, the presenters will demonstrate how this approach to managing elder abuse works by connecting diverse systems and offering comprehensive interventions to prevent elder abuse. Participants can expect to learn how the MDT works in some New York communities, and what steps they should take to start a new MDT in their communities.

Presenters: *Jean Callahan, Esq., MSW, Director, Brookdale Center for Healthy Aging of Hunter College;*

Jenny Hicks, MSW, Project Coordinator, Abuse in Later Life Grant, Vera House, Inc.;

Risa Breckman, LCSW, Executive Director, NYC Elder Abuse Center, Weill Cornell Medical College, Division of Geriatrics and Gerontology;

Pamela B. Teaster, Ph.D., Professor, Department of Health Behavior, Director of Doctoral Studies, College of Public Health, University of Kentucky

305
SALON F

Mutual Health Needs: Caring for Ourselves and Others

3:30PM - 5:00PM • SALON F

Front line workers are often so focused on their clients' needs that they forget to care for themselves. The results can be unhealthy for workers and clients. In this workshop, participants will learn to recognize signs of stress and trauma within themselves and identify triggers and red flags that can precede stress and trauma. The presentation will include short and long range recovery and maintenance tools from several evidence-based practices such as Wellness Recovery Action Plan (WRAP), stress management, and Cognitive Behavioral Therapy. Participants will have an opportunity to construct a personal wellness maintenance plan.

Presenters: *Helena Davis, M.A. LMHC, Director of Training and Special Projects, Mental Health Association in New York State, Inc.;*

Deborah Faust, Director, Suicide Prevention Project and Social Justice Initiative, Mental Health Association in New York State, Inc.

SESSION 3 WORKSHOPS

Wednesday, October 9th | 3:30pm-5:00pm

What are Successful Case Interventions in Challenging Cases?

3:30PM - 5:00PM • SALON G

For at-risk adults changing behavior, improving decision-making and providing useful services can be challenging. When you work with these cases, it can be difficult to determine successful case outcomes. Through interactive discussion and case examples, this workshop will assist workers in developing traditional and personal measurements for success.

Presenter: *John Fella, Deputy Commissioner, Rockland Co. Department of Social Services*

306
SALON G

Identifying, Resolving & Preventing Medication Related Problems

3:30PM - 5:00PM • SALON H

This presentation will define medication related problems (MRPs) and describe their impact on patient outcomes. Participants will learn to identify "red flags" or signs and symptoms indicating the presence of MRPs. Medications and medication classes responsible for common MRPs will be reviewed and strategies for preventing MRPs will be delineated. We will work through a case study and a focus on preventing falls due to MRPs.

Presenters: *Anne Myrka, RPh, MAT, BCPS, Pharmacist-Drug Safety, Health Care Quality Improvement Program (IPRO); Kimberly A. Rhoades, R.Ph., Director Of Pharmacy Services, NYS Office of People with Developmental Disabilities (OPWDD), Bureau of Behavioral and Clinical Solutions*

307
SALON H

Mental Health First Aid: A Guide & Review

3:30PM - 5:00PM • SCHENECTADY ROOM

Mental Health First Aid is a groundbreaking public education program that helps identify, understand, and respond to signs of mental illnesses and substance abuse disorders. This workshop will describe how this unique training presents an overview of mental illness and substance use disorders in the U.S. and introduces participants to risk factors and warning signs of mental health problems, builds understanding of their impact, and outlines common treatments. Learn how you can become certified Mental Health First Aiders through a 5-step action plan encompassing the skills, resources and knowledge to help an individual in crisis connect with appropriate professional, peer, social, and self-help care.

Presenter: *Ali Gheith, MS, CEM, MEP, Senior Trainer, NYC Dept. Of Health and Mental Hygiene, Office of Mental Health Disaster Preparedness & Response*

308
SCHENECTADY
ROOM

SESSION 3 WORKSHOPS

Wednesday, October 9th | 3:30pm-5:00pm

309
SALON A

Herding Cats: Managing a Growing and Unmanageable Caseload

3:30PM - 5:00PM • SALON A

With caseloads up and funding down, it is very difficult to deliver the level of services our clients need. This is a discussion for frontline workers about how to take care of themselves while managing the needs of a large caseload. Workers will learn to develop tools to work smarter, spend less time feeling frustrated and guilty and to nurture their own caring spirit while providing better service to clients.

Presenter: *Judy Willig, LCSW, Executive Director, Heights and Hills;*
Susan Moritz, LCSW, Assistant Director, Project OHR at Met Council

310
TROY ROOM

Quality Nutrition Intervention for Aging Individuals

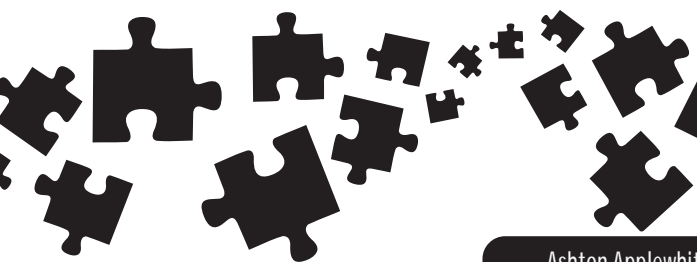
3:30PM - 5:00PM • TROY ROOM

What are the most important aspects of nutrition for older people? This workshop will present an overview of important factors to consider when monitoring a person's ability to maintain optimal nutrition as they age. How can we provide effective care? Methods and practical techniques for maintaining and boosting nutritional status will also be discussed.

Presenter: *Catherine Swift, RD, CDN, Director of Nutrition Services,*
NYS Office of People with Developmental Disabilities (OPWDD)

PLENARY SPEAKER

Thursday, October 10th | 8:30am-10:00am



Ashton Applewhite

Ashton Applewhite Author and journalist Ashton Applewhite has been writing about ageing and ageism since 2007 in blog form at *This Chair Rocks*. During this period she's become a Knight Fellow, a *New York Times* Fellow, a Columbia Journalism School Age Boom Fellow, and a fellow at the Yale Law School's Information Society Project. The voice of *Yo, Is This Ageist?*, Ashton has been recognized by the *New York Times* as an expert on ageism. In 2013 eminent cultural critic Margaret Gullette described her as "a public intellectual with a fresh voice in age studies."

Ashton is the author of Cutting Loose: *Why Women Who End Their Marriages Do So Well*, an examination of egalitarian marriage in a patriarchal society, among other books. She has written extensively about technology for *IEEE Spectrum* and other publications. Ashton is a media liaison to the board of the Council on Contemporary Families and a staff writer at the American Museum of Natural History.

"Ashton Applewhite is on a crusade," wrote *Senior Planet* in a February 2013 interview. Her mission is to raise awareness of ageism in America and get people young and old to join her in speaking out against it."

SESSION 4 WORKSHOPS

Thursday, October 10th | 10:30am-12:00pm

401
SALON A

The FISH! Philosophy: A Remarkable Way to Boost Morale and Improve Results

10:30AM - 12:00PM • SALON A

Come to this workshop and learn about the FISH! Philosophy and how you can use it to approach your work. FISH! is a set of work/life practices, commonly used to improve the "culture" of an organization. In this workshop, you will get to watch the infamous video of Seattle's Pike Place Fish Market (the inspiration for the FISH! Philosophy). You will also learn the four key concepts of the FISH! Philosophy (Play, Make Their Day, Be There and Choose Your Attitude) and how they can energize you and your organization.

Presenter: *Denise Schaller, President, Schaller and Associates*

402
SALON B

Voluntary and Involuntary Interventions in Adult Protective Services

10:30AM - 12:00PM • SALON B

A basic tenet of our society is a person's right to self-determination and independence. But Adult Protective Staff are frequently asked to involuntarily intervene in the lives of their clients. Often, they must assess the need for involuntary measures and sometimes are required to implement involuntary interventions in their cases. This workshop will examine when involuntary interventions are necessary, when they are not and what ethical decisions and dilemmas surround service planning that contradicts a client's right to self-determination. Presenters will review involuntary measures available in New York State and discuss case examples.

Presenters: *Alan Lawitz, Esq., Director, Bureau of Adult Services, NYS Office of Children and Family Services;*

Morgan R. Thurston, Assistant Welfare Attorney, Onondaga County Department of Social Services;

Paul L. Caccamise, LMSW, ACSW, Vice President for Program, Lifespan of Greater Rochester Inc.

SESSION 4 WORKSHOPS

Thursday, October 10th | 10:30am-12:00pm

Alzheimer's and Dementia: What is it and How do I Respond? (Part 1)

10:30AM - 12:00PM • SALON C

This workshop will differentiate between normal aging and the dementias; explore how the brain works; review the stages of the disease; and discuss the clinical trials, programs and services available to caregivers and people living with Alzheimer's disease and other dementias.

Presenter: *Jessie Cornell, MSW, Associate Program Director, Alzheimer's Association*

NOTE: *This is the first of a two-part workshop.*

After lunch, the workshop will continue at 1:15pm.

403-503
SALON C

Thinking outside the Box: Filling the Gaps in Services

10:30AM - 12:00PM • SALON F

Sometimes aging brings a multitude of issues that can increase a client's dependency. Coupling these issues with abuse, APS often works with clients who don't have anyone willing and able to provide assistance. Cutbacks in funding have caused challenges in meeting client needs. This workshop consists of a panel of unique service providers who will address creative ways to bridge the gaps in services when traditional programs do not work.

Presenters: *Angela Sheehan, MS, RN, FCN, Faith Community Nursing Director, Seton Health;*

Mary Moller, MSW, Elder Caregiving Program Supervisor, Catholic Charities, Caregiver Support Services;

Deb Riitano, Outreach Coordinator, Neighborhood Naturally Occurring Retirement Community (NNORC);

Raymond Patterson, MBA, Volunteer Information Director, The Stakeholders

404
SALON F

The Price of Addiction: The Risk for Financial Exploitation Related to Addiction

10:30AM - 12:00PM • SALON G

This workshop will present cases that highlight the complexity of elder abuse cases and the multidisciplinary team's coordinated responses to address the needs of the victims. Presenters will also explore the gaps in service when abusers have mental health and/or substance abuse issues. An overview of the regulations and legal requirements, and the clinical approaches used by programs licensed by the NYS Office of Alcoholism and Substance Abuse Services will also be reviewed. The presenters will then engage participants in a discussion to brainstorm on ways to provide more comprehensive care for these cases.

Presenters: *Joy Solomon, Esq., Director & Managing Attorney, The Hebrew Home at Riverdale; The Harry & Jeanette Weinberg Center for Elder Abuse Prevention;*

Robin Roberts, LMSW, Multidisciplinary Team Coordinator, NYC Elder Abuse Center; Brooklyn APS Office;

Sara E. Osborne, Esq., Senior Attorney, NYS Office of Alcoholism and Substance Abuse Services (OASAS)

405
SALON G

SESSION 4 WORKSHOPS

Thursday, October 10th | 10:30am-12:00pm

406
STATE ROOM

Managed Care and Managed Long Term Care: How Does this Impact Protective Services for Adults?

10:30AM - 12:00PM • STATE ROOM

The ongoing transitions of Medicaid Personal Care and Home Care to Managed Care and Managed Long Term Care bring along with them challenges. How will this affect PSA clients needing such services? How will this affect local departments of social services? A representative from the New York State Department of Health will discuss the status of these changes to date. PSA administrators from New York City and Rockland County will describe their experiences with this transition and its impact on their clients and programs.

Presenters: *Margaret Willard, Deputy Director, Division of Long Term Care, Office of Health Insurance Programs, New York State Department of Health;*

Lin Saberski, J.D., Deputy Commissioner, Adult Protective Services, New York City Human Resources Administration;

John Fella, MSW, Deputy Commissioner, Adult & Special Services Rockland County Department of Social Services

407
SALON H

APS Education: Self Advocacy and Education

10:30AM - 12:00PM • SALON H

APS's role, responsibility and authority are often misunderstood in the community. This workshop will review the misconceptions, examine the barriers to overcoming misperceptions of APS work and review strategies for advocacy and education of professionals and the community on APS's role, responsibility and authority.

Presenters: *Richard Holcomb, Deputy Commissioner, Clinton County DSS;*

Richard Holcomb, Deputy Commissioner, Clinton County DSS;

Lisl Maloney, Adult Services Specialist I, NYS OCFS;

Tracey Siebert-Konopko, LMSW, Social worker, Lifespan of Greater Rochester Inc.

408
ALBANY/COLONIE

Self-Care Models for Service Providers and Managers

10:30AM - 12:00PM • ALBANY/COLONIE

Being a service provider and caring for yourself are linked. This is especially true when serving vulnerable populations like the abused elderly or disabled. This workshop will look at models of self-care for individuals working in the human services field that focus on bringing awareness, balance and connection into the organizational relationships between staff, co-workers and clients. In this workshop, we will explore and practice tools incorporating mindfulness practices such as meditation, movement, and awareness exercises to reinforce the importance of organizational self-care models that strengthen healthy worker habits.

Presenter: *Janet Wise-Thomas, AFAA, LCSW,*

Social Worker & Fitness Trainer, BSassy

SESSION 4 WORKSHOPS

Thursday, October 10th | 10:30am-12:00pm

United We Stand, Divided We Fall: Preventing Falls Among Adults

10:30AM - 12:00PM • SCHENECTADY ROOM

Falls among older adults is a serious public health problem that receives inadequate attention in the health care and aging services systems. Each year, one in three older Americans falls, often with catastrophic consequences. Falls are the leading cause of serious injury and of fatal injuries among persons 65 and older. In this workshop risk factors for falls and effective falls prevention strategies supported by research will be reviewed. Participants will learn about ways to incorporate falls prevention as part of their clients' service plans; and about an effective evidence-based falls prevention program, *A Matter of Balance*.

Presenters: *Katherine Murphy, MPH, Health and Wellness Coordinator, Lifespan of Greater Rochester Inc.;*

Erin Purcell, Aging Services Representative, NYS Office for the Aging

409

SCHENECTADY
ROOM

Danger, Danger Will Robinson!: Worker Safety in the Field

10:30AM - 12:00PM • TROY ROOM

Visiting clients in their homes provides invaluable insight into who they are and the challenges they face. However, a home visit can also mean confronting situations that may be dangerous. Learn safety basics, how to assess for danger, and ways to de-escalate potentially explosive situations when doing home visits.

Presenters: *Judy Willig, LCSW, Executive Director, Heights and Hills;*

Thomas Adamski, EdD APRN Psyc, Director Psych Consultation Programs, Jewish Home Lifecare

410

TROY ROOM

SESSION 5 WORKSHOPS

Thursday, October 10th | 1:15pm-2:45pm

Transitioning Youth to Adulthood: Where to Go From Here?

1:15PM - 2:45PM • SALON A

Transitioning any child from adolescence into adulthood is always challenging and even more so if that child is part of the foster care system. Both Columbia County and Albany County have developed innovative approaches to smooth this transition and bridge the gap between adolescence and adulthood for these young adults in foster care. Learn how Columbia County uses a team approach to manage cases of children between ages 17-21 who have a goal of Independent Living or Adult Residential Care. We will discuss protocols developed with staff from Child Protective Services and the Department of Social Services, to achieve a smooth transition in services, whether it is for Independent Living or for moving into the Adult Protective arena.

Presenters: *Patty Willsey, Director, Albany County Adult Services;*

Marian Logan, Director, Albany County Division of Children, Youth, and Families;

Colleen Bartle, Supervisor, Columbia County Adult Protective Services;

Millie Sweat, Senior Caseworker, Columbia County Adult Protective Services;

Nicole Menting, Senior Caseworker, Columbia County Foster Care

501

SALON A

SESSION 5 WORKSHOPS

Thursday, October 10th | 1:15pm-2:45pm

502
SALON B

Care for Older Patients Suffering from Substance Abuse, Stress & Isolation: Cross Systemic Approaches

1:15PM - 2:45PM • SALON B

We are all faced with the growing population of the elderly in our communities. We all strive to develop interventions and techniques for vulnerable elderly. Our presenters will describe the efforts of their particular agencies in addressing these challenges through direct service and collaborative innovations involving community partners. A particular case will be showcased regarding an elderly mental health client with severe alcohol abuse issues. The focus will then shift to one county's experience in developing a comprehensive care network and address the benefits gained through ongoing Oneida County collaboration for the elderly population. The presenters will identify current trends, common barriers/gaps and will provide examples of effective service approaches used.

Presenters: *Kathleen Cullen-Kortleven, RN, NPP, Psychiatric Nurse Practitioner, Service Program for Older People, Inc. (SPOP);*

Tara Costello, CASAC, Director of Substance Abuse Services/Dual Recovery Coordinator, Oneida County Mental Health;

Mike Romano, Director, Oneida County Office for the Aging/Continuing Care

503
SALON C

Memory Loss, Dementia and Alzheimer's Disease: The Basics (Part 2)

1:15PM - 2:45PM • SALON C

This workshop will differentiate between normal aging and the dementias; explore how the brain works; review the stages of brain disease; and discuss the clinical trials, programs and services available to caregivers and people living with Alzheimer's disease and other dementias.

Presenter: *Jessie Cornell, MSW, Associate Program Director, Alzheimer's Association*

NOTE: *This is the second-half of workshop 403*

504
SALON F

Accessing Health Coverage in the New Millennium: Medicare and Medicaid

1:15PM - 2:45PM • SALON F

We'll review some basics of Medicare and Medicaid eligibility for seniors and/or the disabled living in the community, and review some of the recent (and upcoming) changes. Particular focus will be paid to Medicare Part D (prescription drug benefit) and programs that help with Medicare cost sharing.

Presenter: *Cathy Roberts, Senior Paralegal, Empire Justice Center*

SESSION 5 WORKSHOPS

Thursday, October 10th | 1:15pm-2:45pm

It's Not Just Broken Bones: Domestic Violence in the Elder Population

505
SALON G

1:15PM - 2:45PM • SALON G

This innovative and interactive workshop will begin with an overview including statistics and red flags to be aware of when working with older people who are victims of domestic violence. Real life scenarios will be discussed with a powerful message regarding interventions for success. Cases of abuse later in life are very complex and may require services from multiple service providers. We will discuss the importance of working collaboratively with these agencies to better serve this population and help them to thrive in the community.

Presenters: *Scott Speanburg*, Program Administrator/Family Services Coordinator, New York State Office for the Prevention of Domestic Violence;
Annette Esposito, Elder Abuse Case Manager, Equinox;
Kim George, Domestic Violence Program Specialist,
New York State Office for the Prevention of Domestic Violence

A New Care Model: An Implementation Update for Medicaid Health Homes

506
SALON H

1:15PM - 2:45PM • SALON H

Health Homes are a network of behavioral, physical and social service providers working together to assure Medicaid clients who have chronic medical and/or behavioral health conditions, have access to comprehensive care coordination services that will improve the member's health status and help create a more sustainable Medicaid program. This is a new care model likely to impact many vulnerable people.

Presenter: *Deidre Astin*, Health Home Program Manager, NYS Department of Health/Office of Health Insurance Programs

Sit Up!: How to Make Your Work Space Safe to Prevent Pain, Strain and Stress

507
ALBANY/COLONIE

1:15PM - 2:45PM • ALBANY/COLONIE

This workshop will focus on the evaluation of computer work stations with an overview of how to make simple, low cost changes to alleviate pain and strain. We will also teach simple stretching techniques specific to people who sit at a computer for any length of time.

Presenters: *Lisl Maloney*, Adult Services Specialist, Office of Children and Family Services;
Geraldine Stella, Health and Safety Specialist, NYS Public Employees Federation

SESSION 5 WORKSHOPS

Thursday, October 10th | 1:15pm-2:45pm

508

The Hidden Effects of Elder Abuse: Depression and the Older Victim

1:15PM - 2:45PM • SCHENECTADY ROOM

This workshop will explore the impact that depression has on a client's attitude and actions toward combatting elder abuse. We will review the current literature and data on depression and offer evidence based interventions. Through the use of videos and role-plays, participants will have the opportunity to learn how to screen for depression using validated screening tools.

Presenters: *Jackie Berman, PhD, Director, Research,*

NYC Department for the Aging;

Aurora Salamone, MPS, Director, Elderly Crime Victims Resource Center,
NYC Department for the Aging;

Pat Raue, PhD, Associate Professor of Psychology in Psychiatry,
Weill Cornell Medical College

509

Money Smart for Older Adults

1:15PM - 2:45PM • TROY ROOM

Join Jenefer Duane of the CFPB Office for Older Americans and the FDIC for a train-the-trainer on utilizing the Money Smart for Older Adults curriculum in your community to prevent and raise awareness of financial exploitation of older people. This workshop will provide an overview of the curriculum with a focus on common frauds, scams and other forms of financial exploitation that target older adults. Participants will receive in-depth information on power-of-attorney abuse, investment fraud, identity theft, resources and best practices for effective presentations to older adults and family caregivers.

Presenters: *Jenefer Duane, Sr. Program Analyst, Office for Older Americans,*
Consumer Financial Protection Bureau

GENERAL INFORMATION

Hotel Policies & Services

Hotel Check-in Time.....Begins at 4:00 pm

Hotel Check-out Time.....12:00 Noon

Please Note

If you are attending session 5 workshops on Thursday, October 10th, please check out of the hotel by 12 Noon or you will be charged an extra night at your own expense. A 30 minute break has been provided at 10am on Thursday, October 10th to allow extra time to checkout of the hotel. *(You may be able to request a late check-out.)*

Luggage Storage

Luggage storage is available at no charge for those attending workshops before check-in time or after check-out time. Please inquire about this service at the hotel front desk when you check in/out.

Ground Transportation

Albany Airport shuttle service is available at no charge daily between the hours of 5:30 am to 11:30 pm upon request. Please contact the bellman through the front desk staff at least 1 hour before you wish to depart.

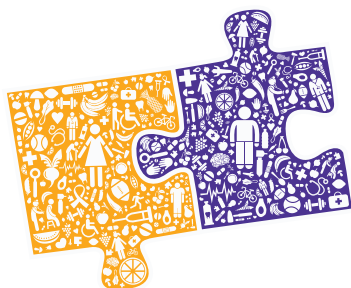
Private taxi/car service is available to the Albany/Rensselaer AMTRAK Railroad Station.

Checker Cab (518) 456-8800 *(AMTRAK Station is approx. 30 mins. Away, \$20 - \$25 + tip)*

Institute Evaluation Forms

This year the "Participant Reaction Survey" and "Overall Evaluation" form can be accessed and completed online via laptops, smartphones, tablets or personal laptops. Signage in each workshop room will list the corresponding website that can be typed into a web browser using a smart phone, tablet or laptop. In addition a QR code will be on the same sign, allowing users to go directly to the site without having to type the URL/address. Further instructions will be included in your general folder.





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