

31st Annual Adult Protective Services Conference * San Antonio, TX

Conference Tracks

The 31st Annual APS Conference offers 50 workshops divided into three suggested tracks: *Leadership Track (LDRSP)*, *Investigative Track (INV)* and *Social Work Track (SW)*. Some workshops will contain information covering all three tracks. You can take workshops from any track and do not have to follow one track.

Continuing Education:

We offer Social Work Continuing Education Units (CEU) for all 50 workshops and all workshops count towards required professional development (*DFPS Certification*) for DFPS Specialists and Supervisors.

Tuesday, November 18, 2014

1:00 p.m. to 5:00 p.m.

1. Change and Organizational Adaptation [LDRSP Track]

Mike Alexander

Generally, the term “change” means any alteration of the status quo. For organizational leadership purposes, though, the definition must be more precise. Change is any process imposed on an organization that requires that organization to respond. It’s a stimulus to the organization—a call for action. And how the leader responds to that call is known as adaptation. The distinction between change and adaptation is an important one. With this relationship in mind, this workshop will look at the nature of change and the ways leaders should adapt to it.

2. Learning from Lawyers Who Use APS Facility Cases [INV Track]

Lauren Villa, J.D., Kristen Riker, J.D. Josie Delaney, J.D., and Robin Thorner, J.D.

What difference does an APS Facility investigation make? In confirmed cases, it may mean disciplinary action against an employee or a response from Disability Rights Texas (DRTx). Because of the due process and consumer rights issues, this means lawyers are critical users of APS reports. In this session, a DRTx attorney, DFPS Employee Misconduct Registry attorney, and DADS and DSHS grievance attorneys will describe how they use APS Facility cases to increase protection of consumers and will share insight on how APS staff can improve facility investigations. APS legal staff will discuss due process as a concept and will facilitate the legal discussion that follows.

3. Money Smarts for Older Adults: Prevent Elder Financial Exploitation [INV and SW Track]

Jenefer Duane

This workshop will provide participants with an overview of common fraud and scams that target older adults. The program will include a special emphasis on the following topic areas: abuse by persons with Power of Attorney; investment fraud including “senior certifications and designations” used by financial advisors; and reverse mortgages. The speaker will introduce the Consumer Financial Protection Bureau's Office for Older Americans and share information on resources the agency has for older consumers, caregivers, professional intermediaries, and community stakeholders.

Wednesday, November 19, 2014

10:30 a.m. - 12 noon

4. Check Your “Ageitude”: Ethical Considerations on Stereotypes Related to Aging [SW Track]

Andrew B. Crocker, BA, MS

Many beliefs that Americans hold about aging are false, and the majority are also negative. This presents a challenge as changing demographics forecast an older population. Negative beliefs and attitudes can be expressed through discrimination in a variety of ways and settings. One way to reduce ageism is through education, as studies document that people who know more about the aging process are less negative in their beliefs.

5. Home Sweet Care Home — Regulation of Unlicensed Care Homes [SW Track]

Douglas J. Anders, Ann MacLeod, LPC-S, NCC, Chris Shuster and Vince Johnson

As many cities across the U.S. are growing at an unprecedented rate, it is easy for our most vulnerable citizens to get lost in the growth. People with disabilities or mental health problems can expect to find limited options when it comes to housing. Boarding homes are supposed to plug the gap for those who find themselves priced out of affordable housing or needing an additional support system. Without the hundreds of group homes estimated to exist in Texas, many of our state's most vulnerable people would be living on the streets. However, most boarding homes are allowed to operate without any oversight by the state or by the local government. This can be a recipe for disaster and has resulted in abuse and exploitation of the very people they are supposed to benefit.

6. Capacity to Consent to Sex in Older Adults [SW Track]

Rebecca Goodman, Ph.D.

Sex can be consensual and healthy. Sex can be exploitive and destructive. We must protect the basic rights and needs of elders to experience sexuality as they choose; yet we must guard vulnerable elders against exploitation and physical harm. In this workshop, we review common myths about sex among elders, and what the statistics show is really happening. We review how normal aging and dementia affect sexuality. Basic clinical and legal principles about sexual decision-making capacity will be reviewed. We will discuss strategies for interviewing elders about sex for purposes of capacity assessment.

7. A National Perspective on Financial Exploitation [INV and SW Track]

Shelly Jackson and Judith Kozlowski

Studies suggest that elderly victims of financial exploitation lose \$2.9 billion annually with devastating consequences for their financial and psychological well-being. This session will present the latest research on financial exploitation, including polyvictimization, describing the ways in which elderly persons are financially exploited, the characteristics of victims and perpetrators, and how society typically responds (e.g., victim services, prosecution). Practical information on how to navigate in the world of financial institutions (language, procedures) that can enhance investigating, prosecuting, and responding to financial exploitation will be presented. The benefits of working with a range of professionals on a multidisciplinary team will be emphasized. Finally, we will present resources available at the federal level to assist practitioners in investigating, prosecuting, and responding to financial exploitation, including how to build relationships between Victims of Crime Act (VOCA) administrators and elder abuse professionals.

8. Becoming a Person of Influence [LDRSP Track]

Susan McHughes

As John Maxwell says, "Leadership is influence, nothing more, nothing less." As a leader, all you have is your influence. Whatever your vocation or aspiration, you can increase your impact on others by "Becoming a Person of Influence". Learn simple, insightful ways to interact more positively with others, and watch your personal and organizational success go off the charts.

9. Complexities of Facility Abuse Investigations [INV Track]

Holly Ramsey-Klawnsnik, Ph.D.

Investigating alleged abuse in facilities poses complex challenges that differ from those seen in community cases. This workshop will involve a facilitated discussion of challenges experienced by participants in conducting these investigations. Research results regarding facility investigations will be presented. Strategies will be discussed for meeting challenges such as alleged victims with communication barriers and facilities that may fail to act in the best interest of the alleged victim. Selected cases will be presented to highlight investigatory strategies and pitfalls.

10. The Final Year, The Final Moment — Death and Dying [SW Track]

Tam Cummings, M.S.

Most of us will only see death once or twice in our lifetimes, usually the loss of a spouse or parent. Recognizing and understanding the common physiological and psychological presentation of individuals during the actively dying portion of life greatly enhances our positive response for comfort and care, reduces our fear and prepares us to be better caregivers.

1:30 p.m. - 5:00 p.m. (3 hour Workshops)

11. Collaboration Across Systems: The Intersection of APS & Criminal Abuse Investigations [INV Track]

Candace Heisler, J.D. and Holly Ramsey-Klawnsnik, Ph.D.

The hallmark of elder abuse investigations is collaborative, multidisciplinary response. When APS and law enforcement conduct coordinated investigations, it is critical that each understands the investigative goals, procedures, and standards of the other. An understanding and appreciation of these differences will lead to improved, forensically sound investigations while minimizing harm and trauma to victims. Clinical, ethical, and legal considerations when interviewing in community and facility cases will be discussed. Case scenarios and small group tasks will be used to explore APS/law enforcement collaborations which ethically build legally sufficient cases while accommodating victim needs.

12. Elements of a Forensic Investigation [INV Track]

Bonnie Armstrong and John Aleman

This workshop was developed to meet the needs of professionals who investigate crimes against the elderly and persons with disabilities. With *CSI*, *Forensic Files*, *NCIS*, and other “true” crime TV shows populating the airways, investigators are faced with the “CSI Effect” when building cases for both civil and criminal court. A thorough forensic investigation builds the case to meet either burden of proof. This workshop will provide discussion of specific cases involving abuse and neglect of the elderly and/or persons with disabilities. These case studies will be used to discuss the importance of joint investigations, scene investigation/photography, interviewing techniques, evidence/record gathering, timeline development, and case preparation to develop strong cases for prosecution. Participants will use a case study and an *Investigation Planning Guide* to develop a plan using the *Twelve Elements of the Successful Investigation*.

13. Psychopaths Among Us [SW and INV Track]

Lyndell Williams

The purpose of this course is to provide the student with an understanding of how psychopaths use their cunning and lack of conscience to victimize society. The speaker will define the difference between a psychopath and a sociopath and will define the key symptoms of psychopathy. The course will also provide interview techniques for psychopathic and narcissistic personality types. We will talk about young psychopaths and their surprisingly early entry into criminal behavior. In conclusion, we will talk about why it seems that nothing deters their behavior and why psychopaths can be such poor candidates for therapy.

1:30 p.m. - 3:00 p.m. (1.5 hour workshops)

14. Serving Military Caregivers & Service Members through Innovative Technologies [SW Track]

Andrew B. Crocker, BA, MS & Rachel Brauner, BS, M.Ag.

Approximately 22 million veterans, spanning generations and eras of service, live in the U.S. When focusing on post-9/11 demographics, 2.1 million service members were deployed in support of *Operation Iraqi Freedom* and *Operation Enduring Freedom*. Roughly 35 percent may have experienced a traumatic brain injury, post-traumatic stress disorder, or depression. An American Psychological Association taskforce found that civilian providers care for persons with conditions related to deployment. This workshop will examine issues related to returning service members/veterans and their caregivers living in rural areas, identify ways professionals can obtain professional development related to supporting returning service members/veterans and their caregivers, and discuss how innovative technologies and partnerships can help support the work of professionals, returning service members/veterans, and caregivers.

15. Lid Lifting Leadership [LDRSP Track]

Susan McHughes

There is an invisible lid that determines your level of effectiveness as an individual and as an organization. It's right there, hovering over just about everything you and your organization does. From employee morale and turnover to the results and outcomes of your organization, your impact may only be a fraction of what it could be. This invisible lid is your leadership ability. The greater the impact you need to make, the higher your leadership lid must be. Discover the clamps that are potentially holding down your leadership lid and what you can do to unlock the infinite possibilities.

16. Untangling Dementia [SW Track]

Tam Cummings, M.S.

As the numbers for persons with dementia continue to increase, APS caseworkers have an increased presence and contact with persons with dementia and their families. Understanding what dementia is and being able to recognize the clinical features that distinguish one type of dementia from another can be critical to a professional, both for securing care and for safety issues. This session will describe the most common forms of dementia and their subtypes, as well as distinguishing features.

17. Assessing Bilingual Clients: Important Considerations for Ensuring Accurate and Fair Assessments [SW Track]

Jesus Aranda Cano, PsyD and Russel Thompson, Ph.D.

Texas has a large bilingual population. While Spanish is the most prevalent language encountered, over 90 languages are spoken in Texas. This creates a potential for misunderstanding by interviewers, assessors, law enforcement, and psychologists. Our experience providing psychological and neuropsychological assessment provides a unique perspective on important issues that consumers of assessments must understand. Factors to be addressed include the degree of fluency in each language and the client's level of acculturation. We will discuss technical issues such as problems to consider when translating measures and concerns about selecting appropriate norms for unique populations.

18. Let's Stay Together: An Innovative Approach to Keep APS Clients and Pets Together [SW Track]

Dianne McGill, Steve Casillas and Rachel Duer

This session will highlight the crucial role pets play in the lives of older adults, focusing on a new innovative project between Banfield Charitable Trust and Texas APS. Participants will learn about key issues to consider when working with APS clients who own pets, how APS is putting into practice new policies and procedures to support clients and pets staying together, and how funds are being used to help care for both the client and their pets.

3:30 p.m. - 5:00 p.m. (1.5 hour workshops)

19. Undue Influence: Parallels to Domestic Violence, Stalking, and Sexual Assault [SW and INV Track]

Paul Needham

Undue influence (UI) is a pattern of manipulative behaviors that result in a perpetrator getting a victim to do what the exploiter wants, even if it is contrary to the victim's previous beliefs and wishes. Recognizing UI requires the identification of the exploiter's pattern of tactics and an understanding of the tactics of domestic violence, stalking, and the targeting and grooming behaviors. Understanding the role of susceptibility, how to investigate allegations, and evaluate consent will facilitate interventions which stop the loss of assets, regain lost assets, and better protect victims from the acts of exploiters.

20. Sometimes You Win, Sometimes You Learn [LDRSP Track]

Susan McHughes

Every one of us has experienced a disappointing loss in our own personal growth or leadership. Through the teachings of John Maxwell, participants will explore a well-worn path in the pursuit of raw leadership by examining what every human has in common: failure. How we have responded to those mistakes, errors, slips in judgment, or just plain missing the goal has formed us even now. No bad experience has to ultimately defeat us. Travel the path to a more fulfilling life by examining loss, not from measuring what one does not have, but how loss can bring abundance. Every negative event or loss that occurs can become a great learning opportunity to take us all to newer and greater heights in our own lives.

21. The Art of Protecting with Purpose, Passion and Persistence [SW Track]

Karl Urban and Thomas Kimbark

Few would argue that high quality APS casework is driven by mission and values, and few would argue that understanding and applying those values is often a daily challenge for APS caseworkers. Texas APS management outlined an ideal vision of protecting with passion, purpose, and persistence, but terminology is often perceived differently based on individual backgrounds. This gap in vision awareness may at times create a stumbling block as workers travel into the field to put our mission into the action. Recognizing that persons interpret and learn on different levels, this session will focus on building cultural competence by exploring how metaphor, poetry, and lyrics can help provide the motivation for developing high-quality service plans for APS clients.

22. Texas APS Guardianship Referral Process [SW Track]

Cody Minze

The session will identify the essential information needed for a successful referral to DADS Guardianship program. We will explore crucial aspects regarding the level of threat to our clients as required by the Estates Code to ensure the client needs a guardian, lacks capacity, and all Least Restrictive Alternatives have been explored. A step by step outline of the process will be provided to ensure all policies are followed as well as ensure open lines of communication are maintained between agencies.

23. Pharmacology 101 — How Drugs Affect the Elderly: The Good, the Bad and Ugly! [SW and INV]

Heng Yang, R.Ph., Joanne Savage, R.Ph. and Sam Cortina

There are many drugs on the market, especially for the elderly and disabled. Drugs prescribed for one intent and purpose by an attending physician may have unintended side-effects and complications. Some side-effects and complications may require follow up prescriptions for additional medications. But what if one drug counteracts another, thereby creating no relief for the patient? In our daily work we may encounter a client with multiple medications — what are these prescriptions for? How can we help them understand some basic information regarding medications? Session participants will learn strategies to better assess clients and their needs for financial assistance or medical intervention.

Thursday, November 20, 2014

8:30 a.m. - 10:00 a.m.

24. The Causative Role of Alcoholism and/or Substance Abuse in Cases of Self-Neglect [SW Track]

Dean Hawley, M.D.

Substance abuse is arguably the single most frequent cause of self-neglect, and it is an underlying contributor to injuries and illnesses that lead to deterioration of health and safety in the aging population. Adult protective service workers encounter alcoholism, illicit substance abuse, and abuse of prescription medications in many, if not most, referrals for self-neglect. Primary scene responders, including police and APS need to systematically evaluate for substance abuse because continuing abuse increases vulnerability, crime victimization, health deterioration, risk of injury, and mortality. In terms that are audience appropriate for APS and law enforcement, this workshop will define the scene clues and medical findings useful for diagnosis of alcoholism, and discuss some current technologies being implemented to monitor alcohol abuse in selected groups.

25. Slicing the Bologna [INV and SW Track]

Antone Aboud, Ph.D.

An investigator has to be detailed and focused when conducting an interview. The sheer volume of information obtained during an interview can be overwhelming. When conducting an interview the investigator's demeanor and the questions they ask are as important as the answers themselves. This workshop will provide a detailed analysis of an interview and teach the investigator how to conduct a proper interview while obtaining the needed information.

26. Documentation "Building your Case to Stand the Test of Time" [INV and SW Track]

Paul Needham

In this fun (yes documentation can be fun...at least training it can be!) and interactive workshop, participants will learn the value of building a case that will hold up on scrutiny. APS training of all kinds can be an interactive experience. This workshop will demonstrate training on APS case documentation and is a part of the "23 APS Core Competency Training Modules" identified by National Adult Protective Services Association (NAPSA). Participants will learn to value the importance of clear, concise, accurate and fact-based case documentation, and the value of accuracy, objectivity, and unbiased documentation.

27. Promising Practices in Facility Investigations: Results from Research Across the Nation [INV Track]

Karl Urban, Nancy Alterio and Mercy Bryant, Ph.D.

Through presentation and panel discussion, this session will provide the results of research on promising practices in "facility" investigations. DFPS researchers and experts from other state APS programs that conduct these types of investigations will provide their perspective on the core common practices across the states with a focus on innovations and challenges in practice. Attendees will learn ways to improve their investigations of providers of services to persons with disabilities and information on states that conduct these investigations.

28. Medicaid Waiver 101 [SW Track]

Kathi Montalbano

This workshop will provide an overview of the Department of Aging and Disability Services (DADS) 1915(c) Medicaid waiver programs that serve individuals with intellectual disabilities and related conditions; individuals with physical disabilities; and individuals who are elderly that meet nursing facility admission criteria. DADS staff will provide an overview of the services in each waiver, the eligibility requirements, and the process for enrollment. DADS staff will be available to answer questions about the waiver programs and how APS staff can refer individuals needing services through DADS Regional Offices or ADRCs.

29. Animal-Assisted Interventions with the Elderly: Concepts, Concerns and Strategies [SW Track]

Phil Arkow

"The basic dilemma of the aging" has been described as a tremendous psychological need for unlimited affection, constant companionship and opportunities to do for others. Older persons who fail to maintain patterns of caring are often in the first steps of the helplessness/hopelessness syndrome. Older persons are often isolated socially and restricted financially and physically. Visiting and residential therapy pets can decrease

depression and anxiety through socialization, enrichment, play, and reminiscences that heal the body, mind and spirit. This workshop will describe the premise and promise of “pet therapy” programs for the aged. It will discuss research underlying physiological and mental health benefits of pets for an aging population, and housing issues affecting older persons’ ability to maintain emotional ties with their pets. Participants will learn strategies to incorporate animal-based interventions rationally and in accordance with healthcare and human services models.

10:30 a.m. - 12 noon

30. Moving Your Career Forward in APS [LDRSP Track]

Michael Roberts, Rebekah McGowan, Clara Piner and Ruthanne Mullins

Advancing your career in protective services is about more than just doing your job. Performing well in your current role is a given. But what else does it take to rise through the ranks? This panel discussion is targeted to frontline staff and supervisors who want to build careers in protective services. Take in the accumulated wisdom of those who have made successful careers in protective services and apply it to where you are and where you want to be.

31. Predicting Risk in APS Clients [SW Track]

Jason Schillerstrom, M.D.

The presentation begins by describing parallel challenges faced by psychiatrists and APS case workers. Suicide is common (10th leading cause of death) and rare (suicide rate is 14 per 100,000) at the same time. Similarly, guardianship is common (52,000 Texans under guardianship) and rare (less than 1 percent of Texans over the age of 65 are under guardianship). There is an assumption that cognition is a risk factor for persistent self-neglect but is that true? Only executive function is associated with self-care abilities, capacity, and recidivism (memory and general cognitive measures are not).

32. Fear-Based Behaviors: Working with Clients Demonstrating Mental Illness [INV and SW Track]

Holly Ramsey-Klawnsnik, Ph.D.

Complex challenges often arise when APS attempts to assist clients who either have a diagnosed mental illness or demonstrate symptoms of mental illness in the absence of a diagnosis. This session will address diagnoses, behaviors, and challenges frequently experienced by APS clients struggling with mental health problems with a particular focus on fear-based behaviors commonly displayed when hallucinations, delusions, or paranoia are present. Discussion will include key questions and potential casework strategies to consider when investigating and intervening with both victims abused by perpetrators as well as self-neglecting individuals. Participants are encouraged to bring case-related questions and challenges for discussion.

33. Identifying and Assessing Injuries: In-Home vs. Institutional Settings [INV and SW Track]

Dean Hawley, M.D.

Abuse and neglect come in many forms. Injuries in a home setting can be very different from injuries suffered in an institutional setting. This session will explore cases of caregiver abuse, family abuse, abuse by other clients/patients that both In-Home and Facility investigators may come across.

34. Leadership Paradox [LDRSP Track]

Mike Alexander

Good teamwork is vital and it is the leader's job to know the staff's communication styles as well as how to work with them under pressure without alienating them; as the best results are achieved when the leader works with an inner circle. Carrying the wisdom of the ages, this model provides solutions in the modern era that can take us into the future by providing the understanding that everyone has a contribution to make and that true greatness comes from having the honesty and courage to lead. This course is about the reality and the intense challenges of leadership. Leading others is filled with complexity, demands, unpredictability, excitement,

entertainment, and rewards on a day to day basis. We will explore how to interact effectively with others under both stressful and exhilarating circumstances. But first... “to thine own self be true”. With self-mastery comes improved motivation, satisfaction and performance.

35. Win/Win Negotiations [LDRSP, INV and SW Track]

Antone Aboud, Ph.D.

Win/Win negotiation is an effective way for people to solve problems. It allows us to work together in an interpersonally wholesome atmosphere to find a mutually beneficial solution that, more often than not, also represents the very best outcome. This technique removes the pressure that many individuals feel in business to "look" or "be" right. Win/Win negotiation has many other names: Principled Negotiations; Interest-based Bargaining; Partnering; Cooperative Problem Solving. It is also a fundamental building block on which many inspirational and personal development systems are based. For example, many managers have attended the Steven Covey program, *The 7 Habits of Highly Effective People*. Those who have taken that course will recognize habits four, five and six in much of the material we will study.

36. Understanding and Identifying Stages of Dementia due to Alzheimer's Disease [SW Track]

Mary Quiceno, M.D., Natalie Martinez, R.N., M.S.N., FNP-BC and Amy Zwierzchowski-Zarate, B.S.

Alzheimer's disease currently affects more than 5 million Americans (330,000 Texans) and that number is expected to triple by 2050, according to the Alzheimer's Association. Previously thought to be a “normal” part of aging, we now know that the changes occurring in Alzheimer's disease are not seen in normal aging. The ability to identify the stages of Alzheimer's disease can provide valuable insight for recommending the proper resources to an affected individual and also as a method of early detection. Participants will learn to distinguish the three stages of Alzheimer's disease from normal aging through a series of interactive vignettes while also learning the biological changes that contribute to cognitive, behavioral, and functional changes seen at each stage. Participants will also learn what advances have been made in clinical research, about the resources available at UT Southwestern and how to lessen one's risk for developing dementia due to Alzheimer's disease.

37. Personal Safety - The Life You Save may be Your Own [INV and SW Track]

Marx Howell

Improve your situational awareness and ability to recognize vulnerabilities. This workshop will provide practical tips, ideas, and techniques on how to identify and react prudently in a dangerous confrontational situation in public or with a client. You teach your children how to identify and react during fire drills. This is fire drill training that will teach you how to identify danger and respond appropriately. This is information you can share with sons and daughters – how to be safe and reduce your potential from becoming a victim of violence. We respond the way we are taught to respond.

1:30 p.m. - 5:00 p.m. (3 hour Workshops)

38. Strangulation and Suffocation in Late Life: Identification, Consequences, Investigation, and Intervention [INV and SW Track]

Dean Hawley, M.D. and Candace Heisler, J.D.

Strangulation and suffocation occur remarkably frequently but can be difficult to detect and are easily overlooked. Victims are often repeatedly attacked, especially in cases of domestic violence, and suffer profound physical and mental health consequences. Underlying medical conditions substantially increase the likelihood of death. In this session, the presenters will discuss the subtle signs and symptoms of strangulation and suffocation, long term health and mental health consequences, mechanisms of force, and relationship to abuse in later life. Suggestions for detection, intervention, conducting the investigation, and interviewing the victim will be described.

39. Timeline Development [INV and SW Track]

Bonnie Armstrong and John Aleman

Cases involving abuse, neglect, and/or exploitation have hundreds, if not thousands, of documents and facts for the investigator to analyze, process, and then make a determination based on the information gathered through the forensic investigation. Timelines offer a way to present complex case facts in a simplified, linear manner. When sharing the case with judges, law enforcement, and other members of the multi-disciplinary team, timelines offer a “snap-shot” of the case that team members can access and quickly gain understanding of the case. The timeline developed must be visually interesting, cohesive, and convincing and include basic elements such as the date, timeframe, victim, collaterals/witnesses, the alleged perpetrator, and other key elements of the case. This workshop will include discussion of how a timeline was used in specific cases to prove the case both in the civil and criminal court systems. Participants will use a case study to develop a timeline that will be used to compare/contrast different methods used by participants.

40. The Mind of the Sexual Predator [SW and INV Track]

Lyndell Williams

The purpose of this course is to acquaint the participant with the types of sexual predators, their behaviors, and how to identify them. During the class, we will touch on topics such as: what is sexual deviancy, what are the methods that offenders use to approach victims, and the four phases of the sexual crime. In addition, we will discuss paraphilias and their connection to fantasy, and go into detail discussing the different and dangerous paraphilias. We will discuss fantasy in detail as it relates to the sexual crime. In addition, we will talk about sexual homicide, sexual sadists and conclude with interviewing techniques for this type of offender.

41. Stalkers, Psychopaths and their Behavior from an Investigative Perspective [SW and INV Track]

Marx Howell

This session will examine the traits and characteristics of offenders through a behavioral lens and from an investigative perspective related to crime and/or crime scene dynamics and evidence. Stalking and intimate partner homicide is an old crime with a new name and is the unwanted or obsessive attention toward another person. This presentation includes lecture, classification of different stalkers and video clips of offenders and victims in their own words. The traits and characteristics of psychopathy will be discussed from an investigative perspective of the offender’s actions, and not a diagnosis or assessment evaluation of an offender. We will examine behaviors involved in the crime and/or abuse of the rights of others. The individual traits will be reviewed from Dr. Hervey Cleckley’s work and the subsequent Psychopathy Checklist—revised (PCL-R) developed by Dr. Robert Hare. This training will also include consideration for interviewing these types of offenders.

1:30 p.m. - 3:00 p.m. (1.5 hour workshops)

42. Building Cohesion [LDRSP Track]

Mike Alexander

Cohesion is the strength by which a group is glued together. We should expect that highly cohesive units would show greater levels of mutual respect, trust, confidence, understanding, and performance in achieving their norms. Conversely, groups with low cohesion would exhibit lower levels of these variables. These are intangibles that are difficult to observe and measure. However, since a highly cohesive group is one that is glued tightly together, we should observe members showing greater care about the group and stronger commitment to it. We would expect that these members place more energy, both physical and psychological, into group activities. With more energy from members, these groups would have more collective resources to devote to group activities, efforts, and goals. We will unpack and explore each of the group’s common indicators of cohesion individually.

43. Crime of the 21st Century: Financial Exploitation [INV and SW Track]

Catherine A. Emerson, J.D.

This program begins with an overview of the global aging problem we are facing. We highlight the intersection of five events that have created the “Crime of the 21st Century”: financial exploitation. Most of us are familiar with exploitation that leaves an older person penniless and alone. But few of us are aware of one of the most horrible crimes vulnerable adults suffer - being held captive for the monetary gain of another. When one human holds another in order to reap financial gain, we call that human trafficking. Perhaps people are more comfortable using other terms, but this presentation illustrates the crime, the similarities, and invites every professional to get involved to stop it. If you stop the flow of money, you stop the abuse.

44. Inside Texas Purchased Client Services [LDRSP and SW Track]

Rebecca Flores

The fundamental elements of accountability and transparency will be associated with APS policy and procedures as well as state and federal requirements. DFPS is committed to ensuring accountability and transparency in the whole process of obtaining goods and services. It begins with an identified need and a decision on the method to secure the good or service. This continues through the processes of risk assessment, seeking and evaluating alternative solutions, selecting the vendor and method for obtaining the good/service, delivery of, documentation and other activities that result in payment for the goods and services. Accountability means that APS staff is responsible for the actions and decisions that they take in relation to obtaining goods/services and for the resulting outcomes. Transparency involves following established policy and procedure written to enable appropriate scrutiny of this activity.

45. Ethical Decision Making [INV and SW Track]

Antone Aboud, Ph.D.

Stakeholders in human service organizations confront a myriad of situations in which they must react to what we routinely describe as ethical dilemmas. This workshop will help attendees develop a methodology designed to effectively resolve such situations in the context of the often conflicting moral demands they present. The workshop will particularly focus on the types of cases involving possible abuse and neglect, including the implications such cases present concerning the imposition of disciplinary penalties.

3:30 p.m. - 5:00 p.m. (1.5 hour workshops)

46. Bright-Eyed and Bushy-Tailed to Seriously Burnt Out [LDRSP Track]

Mike Alexander

Routinely being exposed to highly traumatizing materials and events over an extended period of time can drain your staff and no longer perform at their best. We will explore from a management perspective the subtle process of going from the bright-eyed and bushy-tailed employee (investigator) to the seriously burnt out employee with performance related issues and possible dysfunctional coping strategies.

47. A Crash Course on Power of Attorney Investigations [INV and SW Track]

Susan Marques, J.D.

Unfortunately, it is estimated that millions of U.S. elders, from all walks of life, face financial abuse every year. An increasing number of these reports involve power of attorney abuse. Most investigators will quickly shy away from intakes with this type of allegation due to the fear of the unknown. Have you ever wondered what it takes to investigate a case involving POA abuse? How much evidence do I need to support my findings? What does the law state and how does it help me as I investigate the case? How do I build up my confidence to investigate these types of cases with positive results? This course will provide you with the necessary information to provide appropriate avenues for investigating POA abuse. It will also provide a "road map" to help as you understand the situation at hand, collect evidence and what to ask during interviews. Power of attorney abuse is not just a "civil problem," it is a crime.

48. Animal Abuse, Elder Abuse, and Hoarding: Challenges and Strategies for APS [SW Track]

Phil Arkow

The age-old concept that cruelty to animals often serves as an indicator and predictor of interpersonal, family, and community violence has particular relevance for APS, eldercare and social services agencies confronting elder abuse and animal hoarding situations. This presentation will describe the link connecting animal abuse with elder abuse, domestic violence and child maltreatment, with a particular focus on animal hoarding by elders. It will explain the renaissance of academic research, public policy and organizational programming in these areas, with emphasis on specific strategies, animal-assisted interventions and best practices for providing more effective, collaborative services that protect all victims of family violence.

49. Stay Grounded, Stay Smart, Stay Safe: Worker Safety at DFPS [INV and SW Track]

Penelope Doherty and Kez Wold

"I just don't feel comfortable knocking on that client's door." How often have you said that to yourself on a home visit? How often have you said it out loud to a coworker or supervisor? Did you know it is okay—critical, in fact -- that you do both? APS staff are asked on a daily basis to go into unknown, and possibly dangerous, situations. How does the agency help protect caseworkers so they can continue to protect vulnerable clients? This session provides an overview of safety resources and procedures available to all DFPS staff to help them stay safe. We will also touch on recent and upcoming changes that will further enhance the safety of staff in the field and at the office. Participants will get great information and have an opportunity to ask questions.

50. Elder Abuse Prevention: The Doctor Is In [SW Track]

Robert Blancato, Rachel Duer and Carol Zernial

Physicians see elder abuse in their practices, yet the world of health care has not been traditionally one where abuse can be identified and prevented. Learn about a national grant from the Administration on Community Living/Administration on Aging where clinicians are using the Elder Abuse Suspicion Index (EASI) tool to identify the risk of elder abuse. This partnership between the Texas Department of Family and Protective Services, and WellMed Charitable Foundation, is changing the face of elder abuse prevention. This project is being implemented in the San Antonio, Austin, Lower Rio Grande Valley, Corpus Christi, and El Paso communities.

Closing Session

Friday, November 21, 2014

9:00 a.m. to 11:00 a.m.

51. A Culture of Excellence - Rekindling the Passion

Michael Daggs

Join us for this dynamic, high energy, fun, challenging and inspiring closing session. You will receive tools that are applicable and be challenged to recommit to the opportunity you have every day to be difference makers in the lives of the people you serve. This is no ordinary closing session, not only do you receive CEU for this session but you will also receive a complimentary breakfast buffet.

The research is clear. Engaged, committed employees are more productive, more efficient and deliver higher levels of service. They simply move their organizations forward! Participants will discover tools that will begin to move their organization from the stall, known as workplace complacency, towards a world-class experience. Participants will examine their current workplace commitment; learn the importance of creating value with others, and discover there is a difference between just being present and being passionate about what you do. This session will be one of the most challenging and inspiring events your participants will ever be a part of.