



# 2013 Adult Protective Services Conference

## Partnerships and Protection: Opportunities and Challenges in a Multidisciplinary Approach to Adults at Risk

*October 9-11, 2013*

*Glacier Canyon Lodge  
Conference Center  
at the Wilderness Resort  
Wisconsin Dells, Wisconsin*

*Sponsored by:*

**State of Wisconsin Department of Health Services**

- ◆ Division of Long Term Care
- ◆ Division of Quality Assurance
- ◆ Division of Mental Health and Substance Abuse Services



# Conference Agenda

## Wednesday, October 9

9:30 - 7:00 pm Registration and Information

9:00 - 4:30 pm Pre-Conference Intensive

## Thursday, October 10

7:30 - 8:30 am Continental Breakfast (*provided*)

7:30 - 4:00 pm Registration and Information

8:45 - 9:15 am Welcome  
Carrie Molke, Director, Bureau of Aging and Disability Resources, Division of Long Term Care, Wisconsin Department of Health Services

9:15 - 10:00 am General Session:  
**Cooperate, Collaborate, Communicate**  
Speaker: Art Mason

10:00 - 10:30 am Refreshment Break (*provided*)

10:30 - 11:45 am Workshops

12:00 - 1:00 pm Lunch (*provided*)  
*APS Awards Program*

1:15 - 2:30 pm Workshops

2:30 - 3:00 pm Refreshment Break (*provided*)

3:00 - 4:15 pm Workshops

4:30 - 6:00 pm Reception/Networking  
(*hors d'oeuvre & cash bar*)  
Stop by for conversation with your colleagues

## Friday, October 11

7:00 - 2:00 pm Registration and Information

7:00 - 8:00 am Breakfast Buffet (*provided*)

8:15 - 9:30 am Workshops

9:45 - 11:00 am General Session:  
**Dementia Care at the Crossroads**  
Speakers: Secretary Kitty Rhoades, Division of Term Care Administrator Brian Shoup, Tom Hlavacek,

11:00 - 11:15 am Refreshment Break (*provided*)

11:15 - 12:30 am Workshops

12:30 - 1:15 pm Lunch (*provided*)

1:15 - 2:00 pm General Session:  
**Adult Protective Services as a Force for Dignity, Respect and Empowerment: An Advocate's View**  
Speaker: Lynn Breedlove

The **2013 Adult Protective Services Conference** is designed to provide extensive training opportunities for Adult Protective Services workers and other professionals and staff who are committed to protecting Adults At Risk from abuse, neglect, and financial exploitation and improving their quality of life.

# Pre-Conference Intensive: Interviewing

## Trainers: Ray Maida, Judith Munaker

Interviewing victims of sensitive and interpersonal crimes requires an understanding of the dynamics, impact, and interviewing techniques unique to these crimes. This training will provide an overview of victim and perpetrator dynamics, the latest research on trauma response and how to conduct interviews that overcome common obstacles and challenges. The interactive training format will provide participants a chance to practice interviewing, in a safe environment, and learn from the trainers and each other.

**Ray Maida** has trained and facilitated hundreds of multi-disciplinary trainings for law enforcement in Wisconsin and at national conferences. He has significant active law enforcement experience, including positions in the military, county and city governments, and as a detective specializing in sensitive crimes. He currently works as a law enforcement training consultant for the Wisconsin Coalition Against Sexual Assault and the Wisconsin Department of Justice.

**Judith Munaker** is a retired prosecutor who specialized in domestic violence and child sexual and physical abuse in families experiencing domestic violence. She has developed and conducted specialized trainings on elder abuse, domestic violence in Indian Country, stalking, strangulation, and officer-involved domestics.

## General Session: Cooperate, Collaborate, Communicate

### Speaker: Art Mason

We have all heard the phrase, “Many hands make light work” and we all see the value of being part of an effective team at work. What we sometimes fail to do is expand that concept beyond our agency or programmatic settings to include other professionals with whom we have frequent contact. To do the most effective work for our clients, we need to purposely move outside of the rigid parameters of our job descriptions and cooperate, collaborate and communicate with colleagues in other fields. By staying in the “silos” of our programs, we do less efficient work that may also be less cost effective. We, as workers who help some of the most vulnerable in our society, need to identify who we can partner with to achieve the maximum outcomes.

**Art Mason** has been involved with the field of elder mistreatment since getting his MSW in 1989 from the University of Buffalo. He is currently the director of the Elder Abuse Prevention Program at Lifespan in Rochester, New York. He has been a member of the National Adult Protective Services Association (NAPSA) for almost a decade and has served as President of the Board. He currently is a member of a national team which provides training and support to the U.S. Department of Justice, Office of Violence Against Women grantees who are funded to do law enforcement training on the issues of domestic violence in later life, elder abuse, and financial exploitation.



*Art Mason*



*Lynn Breedlove*

## **General Session: Adult Protective Services as a Force for Dignity, Respect and Empowerment: An Advocate's View**

### **Speaker: Lynn Breedlove**

Mr. Breedlove will step back from all the day-to-day tasks of APS workers and place the whole arena of APS work in the broader context of society overall, the self-determination/empowerment movement in disability and aging, and the lives of the people protected.

**Lynn Breedlove** is the former Executive Director of Disability Rights Wisconsin (DRW). During his career, he served as co-chair of the Survival Coalition of Wisconsin Disability Organizations. He has the distinction of being appointed to two state Long Term Care Councils, one for adults and one for children. In his consulting work since leaving DRW in 2012, he has specialized in leading strategic planning for the Department of Health Services and various organizations and providing public policy leadership training for adults with disabilities and parents of children with disabilities.



*Kitty Rhoades*

## **General Session: Dementia Care at the Crossroads**

### **Speakers: Kitty Rhoades, Brian Shoup, Tom Hlavacek**

Meeting the needs of persons with Alzheimer's disease and related dementias is a growing challenge. Not only are the numbers of people in need increasing, but recent judicial decisions and legislative initiatives will require new responses. This keynote will review the Helen E.F. Supreme Court decision, a recent state Legislative Council Study Committee, and the findings of the Alzheimer's Challenging Behaviors Task Force. It will also review current efforts by the Department of Health Services to create more dementia-capable systems of care in communities throughout Wisconsin.

**Kitty Rhoades** was appointed Secretary of the Department of Health Services by Governor Scott Walker in January of 2013, after having served as Deputy Secretary since January 2011. Prior to her appointment in DHS, she served in the Wisconsin State Assembly from 1999 until her retirement in 2010. During her legislative service, Secretary Rhoades served as the co-chair of the Joint Legislative Committee on Finance and served on the Health and the Aging and Long-Term Care standing committees.

**Brian Shoup** is the Administrator of the Division of Long Term Care, Wisconsin Department of Health Services. Prior to his Administrator role, he was the Executive Director for Brown County Human Services.

**Tom Hlavacek** is the Executive Director of the Alzheimer's Association of Southeastern Wisconsin. For the past three years he has chaired the Challenging Behaviors Task Force, which released two reports, *Handcuffed* and *We All Hold the Keys*. His previous work affiliations include Disability Rights Wisconsin and United Cerebral Palsy of Southeastern Wisconsin.



*Brian Shoup*



*Tom Hlavacek*

**A1. Overcoming Collaboration Obstacles through Multi Discipline In-Service Models**

*Presenter: Ray Maida, Wis. Dept. of Justice & Wis. Coalition Against Sexual Assault*

The Sexual Assault Response Team and the Domestic Abuse Response Team “Best Practices Model” uses the term “Victim Centered and Offender Focused.” The “Offender Focused” term requires an understanding of the predatory nature of sexual and domestic abuse, and requires a Law Enforcement investigative practices shift to increased analysis of offender behaviors, timely interviews and timely evidence collection. This session will help you better understand the role law enforcement plays in protecting adults at risk so that you can tailor your practice in a way that ensures the best possible outcome.

**A2. Confidentiality and the Exchange of Information**

*Presenters: Kevin Bailey, J.D., Assistant Legal Counsel; Phil Rangsuebsin, J.D., Assistant Legal Council, Office of Legal Counsel, Wis. Dept. of Health Services*

This session will provide an overview of statutory provisions governing confidentiality, including release of reports and records and the exchange of information between Adult Protective Services agencies and other agencies and organizations, including MCOs and IRIS.

**A3. The Role & Responsibility of the Office of Caregiver Quality: What Happens When a Complaint is Received Regarding an Adult-at-Risk?**

*Presenter: Laurie Arkens, Director, Office of Caregiver Quality, Division of Quality Assurance, Wis. Dept. of Health Services*

As an employee or organizational representative, what is your responsibility to report both allegations of caregiver misconduct and other incidents involving adults-at-risk? This workshop will clarify reporting Caregiver Misconduct Incidents, reporting Adult-at-Risk Incidents, and how the Office of Caregiver Quality responds to reports.

**A4. Can I Capture My “Happiness?” Compassion Fatigue, Resilience and Work-Life Satisfaction**

*Presenter: Greg Van Rybroek, Ph.D., J.D., Director, Mendota Mental Health Institute, Madison, WI*

Ultimately, this workshop is about how we live our own lives. Happiness is elusive. It is difficult to contemplate. And, there are no magic answers. Moreover, there is no evidence health care providers possess more personal satisfaction than anyone else. Our own unhappiness sometimes can be stimulated by the content of our work, and can contribute to the disservice of our clients. This discussion will cover research on compassion fatigue, human resilience and hardiness. It may provoke self-reflection about what personally is in our way if we cannot capture our own happiness.

**A5. Thinking Outside the Box: Lessons from Ohio’s APS System ~~CANCELED~~**

*Presenter: Georgia Anetzberger, PhD, ACSW, LISW President, National Committee for the Prevention of Elder Abuse*

Ohio has taken a somewhat different approach than Wisconsin in its legal interventions to address elder abuse and dementia. In this workshop, the architect of Ohio’s Adult Protective Services (APS) Law discusses the philosophical underpinnings and main provisions of this Law, particularly as they relate to situations involving elder abuse victims and perpetrators with dementia. Also examined are how other Ohio laws, such as civil commitment and domestic violence, interface with APS Law, and the implications this has for case practice.

**A6. APS and MCO Collaboration**

*Facilitators: Vince Maro, Family Care Regional Program Manager; Jenifer Harrison, Care Management and Quality Integration Manager, Office of Family Care Expansion, Division of Long Term Care, Wis. Dept. of Health Services*

Close collaboration is required between Managed Care Organizations (MCOs) and County Adult Protective Service Units when supporting and serving vulnerable people. This interactive session offers participants the opportunity to listen in on facilitated discussion between MCOs and County APS staff where strong communication strategies, care collaboration and training efforts have resulted in improved outcomes. An update on MCO expansion into existing geographic will also be provided.

## Workshops – Thursday, October 10: 1:15 - 2:30 pm

### B1. **Sexuality & Intimacy in Long Term Care**

This is a two part session, continuing at 3:00 - 4:15 pm

*Presenters: Amy Panosh, Ombudsman; Julie Button, CSW, Ombudsman; Board on Aging & Long Term Care*

Intimacy and sexual expression is a basic human right and need throughout the entire lifespan. Using a case scenario, the speakers will discuss the difference between sexual assault and consensual intimacy. Participants will learn to balance the rights of residents who are able to consent to sexual intimacy, while protecting the rights of residents who cannot consent. Intervention ideas and resources in the community will be shared.

### B2. **Personal Safety in the Workplace**

This is a two part session, continuing at 3:00 - 4:15 pm

*Presenter: Dan Elliott, Assistant Director, Impact Safety, Columbus, OH*

Thinking about personal safety in the workplace isn't the most fun thing, but learning to be safer at work can be! This workshop will cover essential skills needed to maintain personal safety on the job, including the Four "A's" of safety: Awareness, Assessment, Anticipation, and Action. Increased awareness when interacting with individuals and "unknown others", building rapport, deescalation, going into unfamiliar neighborhoods, and entering homes of people you don't know well will be addressed.

### B3. **APS and ADRC Collaboration**

*Facilitator: Neal Minogue, ADRC Quality Specialist, Office for Resource Center Development, Division of Long Term Care, Wis. Dept. of Health Services*

Adult Protective Services, ADRC Information and Assistance and Crisis Intervention staffs have functional and working relationships within several counties in Wisconsin. Come learn how their collaborations developed, expectations shared, and their clients and customers benefited. Our panel will share their experiences, knowledge and keys to their successful partnerships.

### B4. **Dementia and Challenging Communication**

*Presenters: Kristen Felten, MSW, APSW, Dementia Specialist, Office on Aging, Division of Long Term Care, Wis. Dept. of Health Services; Krista Scheel, Program Director, Alzheimer's Association of Southeastern Wisconsin, Milwaukee, WI*

Communicating with a person with dementia can be challenging. This session will begin with an overview of dementia, with an emphasis on the most common

form, Alzheimer's Disease. A discussion of challenging behaviors, including triggers and antidotes, effective communication, and the role of emotion will follow.

### B5. **Restrictive Measures**

*Presenter: Julie Shew, MS, Restrictive Measures Lead, Bureau of Long Term Supports, Division of Long Term Care, Wis. Dept. of Health Services*

This session is intended to provide an overview of the restrictive measures application and approval process for individuals with developmental disabilities who are being served in the various Medicaid Waiver programs. The audience will gain an understanding of what constitutes a restraint and/or restrictive measure, what is the threshold for consideration of the use of restrictive measures, and what are alternative considerations to the use of restrictive measures when individuals engage in behavior that has potential for harm to self or others.

### B6. **Intimate Partner Violence in LGBTQ Communities**

*Presenter: Molly Hermann, Program Development Specialist, Wis. Dept. of Health Services*

Intimate partner violence (IPV) occurs in lesbian, gay, bisexual, transgender and queer (LGBTQ) communities at least as often as in non-LGBTQ communities. This presentation will address LGBTQ terms; similarities to and differences from IPV in non-LGBTQ communities; relationships between IPV, stigma, and HIV; and unique issues for aging LGBTQ populations. Participants will have the opportunity to ask questions about LGBTQ 101, LGBTQ IPV, and how to better serve LGBTQ aging populations.

### B7. **Aging and Developmental Disability**

*Facilitator: Camille Rodriguez-Williams, MHA, Section Chief, Long Term Care & Policy Initiatives, Bureau of Long Term Support, Division of Long Term Care, Wis. Dept. of Health Services*

County waiver agency staff and local experts will examine policy and service delivery issues pertaining to older adults with intellectual and/or developmental disabilities, with intent to foster recommendations for APS and other provider staff regarding the enhancement of collaboration between aging, disability, long term support, and natural support networks. Discussion will focus on concrete examples of successes and barriers in the provision of services to older adults with intellectual and/or developmental disabilities as well as professional and practical suggestions regarding how to ensure the provision of person-centered services which ensure health and safety while respecting personal choices of the elderly with intellectual and/or developmental disabilities.

## Workshops – Thursday, October 10: 3:00 - 4:15 pm

C1. **Sexuality & Intimacy in Long Term Care (continued)**

See session description on page 6.

C2. **Personal Safety in the Workplace (continued)**

See session description on page 6.

C3. **Elder Financial Exploitation: Family Secrets and Stranger Scams**

*Presenter: Iris Freeman, MSW, Associate Director, Center for Elder Justice and Policy, William Mitchell Law School, St. Paul, MN*

Financial exploitation is a complex and increasingly newsworthy sector of adult protective services. Data and recent research are the background for an overview of warning signs and patterns of exploitation by trusted persons. This session includes a primer on scams that target the elderly and concludes with illustrations of collaborative practice models.

C4. **Division of Quality Assurance: Assisted Living and Nursing Home Updates**

*Presenters: Alfred Johnson, Director, Bureau of Assisted Living; Juan Flores, Director, Bureau of Nursing Home Resident Care; Division of Quality Assurance, Wis. Dept. of Health Services*

Learn about current trends and statistics, serious violations and assisted living and nursing home initiatives. Workshop participants will have the opportunity to ask questions and discuss issues in an informal and collaborative setting.

C5. **Dementia as a Risk Factor for Elder Abuse **CANCELED****

*Presenter: Georgia Anetzberger, PhD, ACSW, LISW President, National Committee for the Prevention of Elder Abuse*

Dementia is a key risk factor for elder abuse, with application to both victim and perpetrator across multiple forms and settings. This workshop unravels the dynamics and dimensions of dementia and elder abuse as revealed through research. Using case studies, we will also examine various practice issues and ethical dilemmas potentially associated with prevention and intervention in elder abuse situations involving dementia. Cleveland, Ohio's "A Model Intervention for Elder Abuse and Dementia" is described as illustrative programming for bringing diverse systems together to address a problem of mutual concern in a collaborative, community-wide manner.

C6. **Yoga for Professional Caregivers**

*Presenter: Cynthia Johnson, MSW, LCSW, Social Worker and Yoga Instructor, Madison, WI*

Taking care of yourself will allow you to be more available to take care of others. This class is designed by a certified yoga instructor and social worker who uses yoga in her own life to manage the stressors unique to the field of front line social service work. Come take a moment to nurture and renew your body, mind and spirit as you would encourage others to do. All levels welcome. Please bring your own mat if you have one; otherwise mats will be provided.

C7. **APS Role in "End of Life" Decisions for People with Intellectual or Developmental Disabilities**

*Presenter: Mitch Hagopian, JD, Disability Rights Wisconsin, Madison, WI*

In Wisconsin a guardian does not have the authority to direct or consent to the withholding or withdrawal of life-sustaining medical treatment (including artificial nutrition and hydration) for a ward who is not in a persistent vegetative state and never had decision-making capacity. But it happens all too frequently for people with intellectual and developmental disabilities. This workshop will help APS workers understand the Wisconsin law; discuss ways APS should respond to complaints; and learn about the role of the Protection and Advocacy Agency (Disability Rights Wisconsin) when local authorities decline to act. It will also explore the duty of medical personnel to report such occurrences under Wisconsin's abuse of a vulnerable adult statute.

## Workshops – Friday, October 11: 8:15 - 9:30 am

- D1. Cultural Competency**  
This is a two part session, continuing at 11:15 - 12:30 pm  
*Presenter: Harold Gates, MSSW, CISW, Midwest Center for Cultural Competency, Madison, WI*
- As we continue to see Wisconsin's population aging and becoming more diverse, there is a need for an informed and culturally competent workforce. This workshop will explore what that means and how we could operationalize these emerging trends into the provision of culturally competent and patient centered services as our health care system transforms itself into the 21st century.
- D2. Personal Safety in the Workplace**  
This is a two part session, continuing at 11:15 - 12:30 pm  
*Presenter: Dan Elliott, Assistant Director, Impact Safety, Columbus, OH*
- Thinking about personal safety in the workplace isn't the most fun thing, but learning to be safer at work can be! This workshop will cover essential skills needed to maintain personal safety on the job, including the Four "A's" of safety: Awareness, Assessment, Anticipation, and Action. Increased awareness when interacting with individuals and "unknown others", building rapport, deescalation, going into unfamiliar neighborhoods, and entering homes of people you don't know well will be addressed.
- D3. Determining Competency for Guardianship**  
*Presenter: Colleen Erb, Psy.D, LP, Program Director/Psychologist, Amery Medical Center, Amery, WI*
- Determining the capacity for decision making is challenging for even the most seasoned professional. This workshop will explain the factors considered in making that determination, as well as explore what kinds of information would be helpful to pass along to the examiner if adult protective services thinks guardianship may be warranted.
- D4. Six Questions Worth Asking About Her/His Point of View**  
*Presenter: Mark Sweet, PhD, Trainer and Consultant, Disability Rights Wisconsin, Madison, WI*
- Every person has a POV (point of view) about what is happening in their lives and how those in support roles try to engage and support them. It is not enough to learn through phone calls, log notes or written reports. During this session we will focus on six questions that might help us to better understand the POV of those we support including those who might have trouble communicating on their own.
- D5. Elder Financial Abuse: Family Secrets and Stranger Scams**  
*Presenter: Iris Freeman, MSW, Associate Director, Center for Elder Justice and Policy, William Mitchell Law School, St. Paul, MN*
- This session addresses a complex and increasingly newsworthy sector of adult protective services. Data and recent research are the background for an overview of warning signs and patterns of exploitation by trusted persons. The session includes a primer on scams that target the elderly and concludes with illustrations of collaborative practice models.
- D6. Building Your I-Team**  
*Facilitators: Jayne Mullins, Older Americans Act Consultant, Greater Wisconsin Agency on Aging Resources, Madison, WI; Stan Shemanski, Advocacy and Protection Systems Developer, Office on Aging, Division of Long Term Care, Wis. Dept. of Health Services*
- The collaboration among I-team members and willingness to share their varied expertise assures that a county is able to effectively and professionally respond to the needs of at risk adults in their community. Panelists will discuss their experiences as team members including how their participation in an I-team has provided them an opportunity to contribute toward building a system better able to respond to reports of elder abuse.
- D7. Common Mental Health Problems in the Elderly**  
*Presenter: Molli Rolli, MD, Medical Director, Mendota Mental Health Center, Madison, WI*
- Older adults suffer from all the same kinds of mental illnesses as younger people, but some issues are more common as we age. Dementia can also complicate underlying or pre-existing psychiatric conditions. Dr. Rolli will review some issues you are likely to see as you work with an aging population.
- D8. Behavior Management & Intervention: An Organizational Model for Support**  
*Presenters: Wanda Plachecki, MA, NHA, Administrator; Paul Kaiser, CSW, Social Worker; Lakeview Health Center, West Salem, WI*
- As a facility that has provided specialized supports to individuals for over 100 years, Lakeview has developed organizational systems to provide behavioral support for individuals with dementia and chronic mental health issues. This presentation will provide a framework for developing systems and best practices for managing challenging behavior within the nursing home setting by utilizing both internal and community supports. Join a team of Lakeview Health Center staff for an interactive discussion of strategies and lessons learned.

**E1. Cultural Competency (continued)**

See session description on page 8.

**E2. Personal Safety in the Workplace (continued)**

See session description on page 8

**E3. The Environmental Response to Hoarding**

*Presenter: Brian Hobbs, RS, Polk County Health Dept., Balsam Lake, WI*

Utilizing case studies of small to large scale hoarding responses in rural northwestern Wisconsin, this session will provide a progression of lessons learned from early cases to most recent cases. Potential resources, legal authority, and unexpected obstacles will be discussed from the vantage point of an Environmental Health Sanitarian.

**E4. CORE Conversations about Safety**

*Presenter: Mark Sweet, PhD, Trainer and Consultant, Disability Rights Wisconsin, Madison, WI*

CORE Conversations about Safety avoids telling people what to think or do about someone they care for. CORE Conversations invite us all to gather usable information about who someone is, has been and moves forward from there with safety in mind. There are issues of well-being and personal history that need to be a part of any conversation about support and services.

**E5. Risk Assessment of "Dangerousness" in Older Adults**

*Presenter: Colleen Erb, Psy.D, LP, Program Director/Psychologist, Amery Medical Center, Amery, WI*

In this workshop participants will learn the factors that can lead to psychiatric emergencies in older adults and best practices for assessing and responding in a crisis situation. Topics covered will include unique mental health and assessment issues in psychiatric emergencies with older adults and the medical and medication Issues that may contribute to them. Practical strategies for assessing the underlying causes of behavioral challenges in older adults and how to appropriately intervene and refer will be included.

**E6. Special Issues in Guardianship of Adults**

*Presenter: Roy Froemming, JD, Froemming Law Office, Madison, WI; Nick Lange, JD, Assistant Corporation Counsel, Dunn County, WI*

Guardianship often raises difficult and complex issues for everyone involved. This interactive session will address several important issues identified by experienced APS workers, including guardianships and health care powers of attorney across state lines; the roles and responsibilities of APS agencies, managed care organizations, and county corporation counsel in planning and petitioning for guardianship or alternative formal or informal supports; the role of a guardian in making decisions that balance the rights of the individual against protecting the individual from harm; how to better tailor guardianships to individual needs and circumstances; and the effect of guardianship on admission to a long-term care facility made by an agent under a health care power of attorney.

**E7. Open Discussion on Crisis Intervention for People with Dementia**

*Facilitator: Tom Hlavacek, Executive Director, Alzheimer's Association of Southeastern Wisconsin, Milwaukee, WI; Chris Craggs, Deputy Director, Winnebago Mental Health Institute, Oshkosh, WI; Sue Kelley, Consultant, Milwaukee, WI*

In response to the Helen E.F. Supreme Court decision and pending State legislative proposals, human service and law enforcement/first responder professionals across Wisconsin are examining new ways to intervene in crisis situations involving people with dementia. Tom Hlavacek and Chris Craggs will lead a facilitated open discussion of the issues facing counties in creating dementia capable response systems.

## Our Presenters

**Georgia J. Anetzberger, PhD, ACSW, LISW**, is Lecturer in the Health Care Administration Program at Cleveland State University, Adjunct Assistant Professor in the Department of Medicine at Case Western Reserve University, consultant in private practice, and Fellow in the Gerontological Society of America. She has a PhD in social welfare and master's degrees in both applied social sciences and anthropology from Case Western Reserve University. Her bachelor's degree in social work is from The Ohio State University.

Dr. Anetzberger has spent over thirty-five years addressing the problem of elder abuse, initially as an adult protective services worker and most recently as a researcher, administrator, and educator concerned with the dynamics and consequences of elder abuse situations. Her past employment includes: Vice President for Community Services with the Benjamin Rose Institute, Director of the Western Reserve Geriatric Education Center, Executive Director of the Western Reserve Area Agency on Aging, Research Associate for the Visiting Nurse Association Healthcare Partners of Ohio, Senior Planning Associate for the Federation for Community Planning, and Supervisor of Adult Services for the Geauga County Welfare Department, all located in Greater Cleveland, Ohio. She also has held full time faculty appointments at Cleveland State University and Kent State University.

Dr. Anetzberger is the 2005 recipient of the Rosalie Wolf Memorial Elder Abuse Prevention Award—National Category. This award is given annually to an individual or organization that has demonstrated an exceptional commitment to Dr. Wolf's ideals by promoting awareness of elder abuse through research, education, policy, or practice. Dr. Anetzberger has authored more than seventy publications on elder abuse or related interventions. They include *The Etiology of Elder Abuse by Adult Offspring* and *The Clinical Management of Elder Abuse* as well as articles appearing in such journals as *The Gerontologist*, *Journal of Elder Abuse & Neglect*, *Violence Against Women*, *Generations*, and *Journal of Cross-Cultural Gerontology*. She was the Editor for the *Journal of Elder Abuse & Neglect* from 2006-2011, and has served on the Journal's Editorial Board prior and subsequent to that period.

Dr. Anetzberger was the architect of Ohio's protective services law for adults and various subsequent amendments. She established the Ohio Adult Protective Services Coalition, Consortium Against Adult Abuse, and Greater Cleveland Elder Abuse/Domestic Violence Roundtable. She is President of the National Committee for the Prevention of Elder Abuse. Dr. Anetzberger has participated in various national and state forums concerned with elder abuse, including research panels for the National Institute of Justice, National Institute on Aging, and National Aging Resource Center on Elder Abuse along with policy panels of the National Policy Summit on Elder Abuse, Centers for Medicare and Medicaid Services Abuse Tag Guidance Development, Ohio Governor's Task Force on Family Violence, Ohio Elder Abuse Task Force, Ohio Supreme Court Subcommittee on Adult Guardianship, and Ohio Elder Abuse Commission.

Dr. Anetzberger has developed training curricula on elder abuse for organizations like the Ohio Department of Job and Family Services and Ohio Domestic Violence Network. She served as principal investigator for the project "A Model Intervention for Elder Abuse and Dementia," which won the American Society on Aging 2000 Best Practice in Human Resources and Aging Award. Dr. Anetzberger has presented on the topic of elder abuse or adult protective services for various local or national groups, including the American Society on Aging and Gerontological Society of America.

**Laurie Arkens** has over 22 years of experience working with Adults-at-Risk in Assisted Living settings as a surveyor, consultant, and supervisor in the Division of Quality Assurance. Laurie is currently the Director for the Office of Caregiver Quality, Division of Quality Assurance, Wisconsin Department of Health Services. The Office of Caregiver Quality reviews all misconduct reports involving non-credentialed staff, credentialed staff, and incidents involving an adult-at-risk for possible investigation or referral to another agency.

**Kevin Bailey, JD** is an Assistant Legal Counsel within the Office of Legal Counsel, Wisconsin Department of Health Services. Kevin is the attorney assigned as the principal legal advisor to the Division of Long Term Care, where he is responsible for legal matters including the Family Care Programs and programs for the elderly and intellectually disabled. Prior to joining the Department, Kevin worked as an Assistant Corporation Counsel for Sauk County, Wisconsin, where he advised County officials and staff on legal issues including the Human Services Department and the Adult Protective Services office.

**Julie Button, CSW** is an Ombudsman with the Wisconsin Board on Aging and Long Term Care, with over 32 years of experience in the aging field. She serves as a rights advocate for elderly consumers residing in northeastern Wisconsin's nursing homes and assisted living facilities, and for those receiving community based care through Family Care and the Community Options Program. She has provided countless presentations over the years on a variety of topics including client rights, long term care options, behavior symptoms and interventions, abuse prevention, sexuality, culture change in long term care and other quality of life issues. Previously, Julie was a Social Worker in a nursing home. She earned her Bachelor of Science in Social Work degree from the University of Wisconsin – Oshkosh in 1980 and is a certified Social Worker. Julie is honored to assist older adults in attaining the best quality of life possible.

## Our Presenters

**Chris Craggs, MSW**, received his bachelor's and master's degrees in social work from UW – Oshkosh and Wayne State University (Detroit, MI) respectively. He worked in community mental health services, delivering services or coordinating programs in Michigan and Wisconsin for 18 years before beginning his current employment with the State of Wisconsin. Serving as a Human Services Area Coordinator in the Wisconsin Department of Health Services' 17 Northeast Region for more than 6 years, Chris coordinated the delivery of programmatic services to target groups involving behavioral health and long-term care services. Subsequently, Chris served for the past few years as the Area Administrator for DHS and coordinated a broad spectrum of human service delivery throughout the Northeast and Northern Regions focusing, among other things, on the identification and removal of barriers to service integration. Recently, Chris took a new post within DHS, currently serving as the Deputy Director of the Winnebago Mental Health Institute near Oshkosh.

**Colleen Erb, Psy.D., LP**, is a licensed clinical psychologist who completed her Doctorate of Psychology at the Minnesota School of Professional Psychology (Argosy University), and is a member of the National Registry of Health Services Providers in Psychology. Currently Dr. Erb is the Program Director for Amery Regional Behavioral Health Center, which specializes in the treatment of adults ages 45 and older. Dr. Erb's expertise in emergency services and the assessment of behavioral health disorders includes those problems typical of older adults. She provides supervision and training to staff in dealing with the behavioral challenges presented by clients of all ages, but especially those presented by adults in later life. Dr. Erb has presented nationally on a variety of mental health topics, and is the author of the book *Borderline Personality Disorder: Struggling, Understanding, Succeeding*.

**Dan Elliot** is the Assistant Director of IMPACT Safety, a program of LifeCare Alliance, in Columbus, Ohio. For almost 20 years he has been training and consulting on issues related to the psychology of victimization, threat, violence prevention, human behavior, and communication to men, women, teens, and children of all ages and abilities. Dan also develops curricula and teaches personal safety to workers in high risk professions such as social work, nursing, and property management.

**Kristen Felten, MSW, APSW**, began working in a CBRF caring for people with dementia in 1997 as a front line staff member on the PM shift. In 2001, she became director of a 16-bed class C-NA CBRF and was there for five years. In 2006 she began working at the Wisconsin Department of Health Services while obtaining a Master's degree from UW-Madison. She began by working with the development of Aging and Disability Resource Centers across the state. In October of 2010, Kristen shifted to the State Office on Aging, with a focus on policy regarding Alzheimer's disease and other dementias. Kristen has a BA from Ripon College, a Certificate in Gerontology from the Wisconsin Institute on Aging, and a Master's degree in social work from UW Madison.

**Juan Flores** currently serves as the Director of Bureau of Nursing Home Resident Care (BNHRC), Division of Quality Assurance (DQA), Wisconsin Department of Health Services. Juan has been with DQA since 1992 and has served in several positions including Program Analyst, Supervisor and Regional Field Operations Director. He comes to the position after serving as Interim Bureau Director of BNHRC since April 2011, and as the BNHRC Regional Field Operations Director in the Southern Region since July 2002. Juan's background includes significant regulatory responsibilities in many of the areas DQA regulates, including home health, hospital, ambulatory surgery centers, rural health clinics, and more, as well as lead policy analyst focusing on the areas of long-term support, aging and disabled populations. In addition to his DQA experiences, Juan served in the US Military for 36 years, retiring as a Colonel from the US Army Reserve. Juan has completed three tours of duty in the Middle East, including Saudi Arabia, Kuwait and Iraq. In addition, he served on the State Expert Panel on Health Care Facilities in the area of emergency preparedness. The panel assists in the development of plans and templates for facilities to use in preparation for and managing many kinds of emergencies. In this area, Juan previously served on the Department's Emergency Response Team in staffing the Emergency Operations Center (EOC) when it is activated as well as assisting in the development of department plans for responding to emergencies that impact department operations. Juan has a Bachelor of Science Degree from Upper Iowa University, and masters level course work in strategic planning and research analysis. He is a graduate of the Department of Health Services Leadership Institute.

**Iris C. Freeman, MSW**, is Associate Director of the Center for Elder Justice and Policy at the William Mitchell College of Law, St. Paul, MN. An Adjunct Professor, she co-teaches the Elder Justice and Policy Keystone class, supervises students' policy research and represents the Center as Coordinator of the Vulnerable Adult Justice Project. Her current and recent research focuses on effective interventions in financial exploitation.

She taught Community Practice, Advanced Community Organizing and Advocacy courses at the University of Minnesota Graduate School of Social Work from 2003-2008. In 2002, she was honored by the school as its Alumna of the Year and in 2010 as a Distinguished Alumna of the University's College of Education and Human Development. In 2011, she was selected by The Consumer Voice (formerly the National Citizen's Coalition for Nursing Home Reform) to receive the Elma Holder Founder's Award for leadership in long-term care. In 2012, she was named a Leader in Public Policy by the Capitol Report/Politics in Minnesota journals.

Ms. Freeman directed the Advocacy Center for Long-Term Care (now the Tubman ElderCare Rights Center) for over 20 years and was Director of Public Policy at the Alzheimer's Association, Minnesota-Dakotas Chapter from 2000-2003. She has brought long term care consumer perspectives to state and local working groups and lawmakers since the 1970's as staff in these organizations and, later, as a public policy advisor to seniors' and labor organizations. She publishes widely in professional journals and serves on local and national boards and advisory committees.

## Our Presenters

**Roy Froemming JD**, is principal of Froemming Law Office, Madison, Wisconsin. Attorney Froemming's background includes seven years as staff attorney and ten years as managing attorney for developmental disabilities advocacy at the Wisconsin Coalition for Advocacy (now Disability Rights Wisconsin), three years as co-director of the first elder benefit specialist program in Wisconsin, three years as state coordinator of Wisconsin's Self-Determination Learning Project, and two years as attorney for Movin' Out, a housing organization that promotes home ownership by and for people with disabilities and their families. Roy is an honors graduate of Yale College and the University of Wisconsin Law School.

Since beginning his private practice in 2003, Roy has represented over 650 clients in developing or advising on their estate plans. He has drafted 200 Supplemental Needs Trusts and has also provided legal services to 115 clients in creating trust accounts through WisPACT, Inc. He has represented over 160 families in establishing guardianships.

Roy is a member of the Board of Directors of the ElderLaw section of the State Bar of Wisconsin and is a member of the National Academy of Elder Law Attorneys. He has spoken and written widely on issues related to public benefits, estate planning, long-term support, home ownership, guardianship, and protective services. Publications include: *One Step Ahead: Resource Planning for People with Disabilities Who Rely on SSI and MA*, Wisconsin Council on Developmental Disabilities (WCDD), 2005; *Threshold: Housekeeping Details on Owning a Home for People with Disabilities*, WCDD, 1998; *Making a Difference: Thinking About Decision-Making Support in the Transition Process*, WCDD, 2002; *Guardianship of Adults: A Decision-Making Guide*, (co-author), Wisconsin Department of Health and Family Services (DHFS), 1997; and *The Chapter 55 Manual*, DHFS, 2007.

**Harold Gates, MSSW, CISW** is co-founder and owner of the Midwest Center for Cultural Competence, LLC, an organization established in 2003 to offer consultation, training and education to corporations, non-profits, health care providers and educational institutions. Since 1989, Mr. Gates has served as a cultural diversity consultant, helping to develop programs for internal policies and improvement of delivery of services, including for the City of Baltimore, Antioch University in Ohio, Journey Mental Health Center of Dane County, the University of Iowa School of Social Work, the National Resource Center for Family-Centered Practice, and the Wisconsin State Public Defender's Office. He is also in demand nationally as a presenter at conferences and workshops on family and cultural topics. Mr. Gates is former Associate Director of Cultural Competence for the Wisconsin Initiative to Promote Healthy Lifestyles (WIPHL), a statewide project funded by SAMHSA, the Department of Health Services and UW School of Medicine. Since 2005 he has served as Vice President of the Association of Multiethnic Americans, a Los Angeles-based national umbrella advocacy group for interracial and transracially adoptive families (his own family is blended racially). He has served on the Census Bureau National Advisory Committee on Racial, Ethnic, and Other Populations. In addition, he is co-founder of three community-based groups: Dane County Multiracial Alliance, The Multiracial Alliance of Wisconsin and The Interracial Families Network. A faculty member in the Human Services Program at Madison College for more than 20 years, Mr. Gates earned the MATC Foundation Distinguished Teacher Award for excellence in the classroom in 2002. He has worked as a school social worker in St. Louis and Madison, and as a university counselor working primarily with students of color at St. Louis University and the University of Wisconsin-Madison. He holds an MSSW in Social Work from the University of Wisconsin-Madison and an MA in Chinese Studies from Washington University in St. Louis, Missouri, as well as an undergraduate degree in Asian Studies from Southern Illinois University at Carbondale.

**Mitchell Hagopian, JD** has been a public interest lawyer for 28 years. For the past twelve years he has worked on the Community and Institutions Team at Disability Rights Wisconsin (DRW) where dealing with abuse and neglect of people with disabilities is a significant part of his practice. He is lead counsel in [DRW v. University of Wisconsin Hospital and Clinics Authority](#), a case involving issues of physician responsibility to comply with Wisconsin law in the area of withholding or withdrawing life-sustaining medical treatment from people with intellectual disabilities.

**Janifer Harrison** is the Care Management and Quality Integration Manager, Office of Family Care, Division of Long Term Care, Wisconsin Department of Health Services.

**Molly Herrmann** is a Public Health Educator for the Wisconsin Department of Health Services AIDS/HIV Program. She serves as the co-chair for the statewide LGBTQ Intimate Partner Violence Committee. She also works as a consultant for Humble Pie Consulting. Ms. Herrmann holds a Master of Science degree in Curriculum and Instruction.

**Tom Hlavacek** is the Executive Director of the Alzheimer's Association of Southeastern Wisconsin, overseeing a staff of 24 who provide over 30,000 points of service per year in the chapter's 11 county region. For the past three years he has chaired the Challenging Behaviors Task Force which released two reports, *Handcuffed* and *We All Hold the Keys*. His previous work includes directing the Milwaukee Office of Disability Rights Wisconsin, the statewide protection and advocacy system for people with disabilities, and directing the Advocacy and Independent Living Programs for United Cerebral Palsy of Southeastern Wisconsin. Tom is a past recipient of the Joseph P. Kennedy, Jr. Foundation Public Policy Fellowship and served in Washington as a Disability Fellow in the United States Senate. Tom holds a Master of Science degree in Rehabilitation Counseling from the University of Wisconsin – Milwaukee.

## Our Presenters

**Brian C. Hobbs, RS** is a Registered Sanitarian for the Polk County, Wisconsin Health Department. He deals with many aspects of public health including housing, air quality, water quality, and environmental contamination. He is also responsible for licensing and inspection of restaurants, lodging, tattoo and body piercing establishments, campgrounds, swimming pools and schools. His background includes experience in law enforcement and housing inspection. Brian attended the University of Wisconsin La Crosse where he majored in microbiology.

**Alfred Johnson** currently serves as the Director of the Bureau of Assisted Living, Division of Quality Assurance, Wisconsin Department of Health Services. Alfred has been with the Division of Quality Assurance (DQA) since 2012 and has served in several positions within DQA, including surveyor, Assisted Living Regional Director, and Director of the Bureau of Education Services and Technology. Alfred's background includes significant regulatory responsibilities in state licensing and certification for long term and non long term care facilities, state enforcement for long term care facilities, lead internal/external work groups and serving as DQA representative on statewide committees. Alfred's professional history includes Director of Admissions and Social Programming in a long term facility, QMRP in an ICF-ID, Day Treatment programming of various populations, and Child Welfare. Alfred has a BS in Human Services from UW-Oshkosh. Alfred is a graduate of the State of Wisconsin Enterprise Leadership Academy.

**Cynthia Johnson, MSW, LCSW** is a Yoga Instructor Certified at 250 hour level.

**Paul Kaiser, CSW**, is a Social Worker at the Lakeview Health Center, West Salem, Wisconsin.

**Sue Kelley, MSW** has been a consultant in planning, program development, and project management, primarily for non-profit organizations serving older adults for the past 19 years. Most of the work Sue has been involved in has involved developing partnerships among various stakeholders to arrive at a common goal. Her role is to serve as the "glue person" in holding the partnerships together while moving the group forward.

In 2011 and 2012, Sue served as a staff person for the Alzheimer's Association of Southeastern Wisconsin's "Challenging Behaviors Task Force - Phase Two". Sue has continued to work with the Alzheimer's Association on the implementation of Task Force recommendations in 2013.

From 2001 - 2010, Sue has also served as Project Coordinator for Milwaukee's Connecting Caring Communities Partnership. This award-winning program, originally funded through a grant from The Robert Wood Johnson Foundation, developed neighborhood connections between older adults, social service and other organizations, businesses, neighbors, churches, and others to support the ability of older adults to remain in and contribute to their neighborhoods. Sue continues to coordinate one of the neighborhood projects in her hometown of Shorewood.

Sue holds a Bachelor of Arts in Psychology degree from the University of Notre Dame and a Masters of Social Work in Community Organizing and Planning from Boston College.

**Nicholas Lange** is the Assistant Corporation Counsel in Dunn County, Wisconsin.

**Ray Maida**, a graduate of Elmhurst College, is a Law Enforcement Training Consultant for the Wisconsin Coalition Against Sexual Assault, the Wisconsin Office of Justice Assistance and a Trauma Specialist for the Dane County, Wisconsin District Attorney's Office. Ray is certified to instruct Investigations of Sensitive Crimes (Sexual Assault, Domestic Violence and Child Abuse) by the Wisconsin Department of Justice Training and Standards and the Wisconsin Office of Justice Assistance. Ray has 25 years of active law enforcement experience that included the U.S. Army, the DuPage County, Illinois Sheriff's Department and the City of Madison, Wisconsin Police Department. Ray's police experience includes 12 years as a Detective specializing in Sensitive Crimes. He has trained and facilitated hundreds of multi-disciplinary trainings for Law Enforcement in Wisconsin and at National Conferences. His current training emphasis is working with Wisconsin County Multi-Disciplinary Teams to facilitate a Sexual Assault Response Team (SART) model of response to victims of sexual assault in Wisconsin counties.

**Vince Maro** is the Family Care Regional Program Manager in the Office of Family Care Expansion, Division of Long Term Care, Wisconsin Department of Health Services.

## Our Presenters

**Art Mason** has been involved with the field of elder mistreatment since getting his Master's Degree in Social Work in 1989 from the University of Buffalo. He became director of the Elder Abuse Prevention Program at Lifespan in Rochester, New York in 1992 which now serves a 10 county region.

Art has been a member of the National Adult Protective Services Association (NAPSA) for almost a decade and has served as President of the Board along with several other positions. He was instrumental in organizing and coordinating the 2004 and 2010 New York State Elder Abuse Summits and worked closely with his colleagues, Dr. Mark Lachs and Dr. Jackie Berman, in obtaining the funding and then carrying out the New York State Elder Abuse Prevalence Study in 2010.

In addition to maintaining a caseload, Mr. Mason does presentations and trainings on the topic of elder abuse and mistreatment across New York State and the U.S. He currently is a member of a national team which provides training and support to the U.S. Department. of Justice, Office of Violence Against Women grantees who are funded to do law enforcement training on the issues of domestic violence in later life, elder abuse, and financial exploitation.

**Neal Minogue** is the ADRC Quality Specialist with the Office for Resource Center Development, Bureau on Aging and Disability Resources, Division of Long Term Care, Wisconsin Department of Health Services.

**Jayne Mullins** has worked in the aging network for over 20 years. While she works primarily with aging offices on planning, as well as doing legislative advocacy Jayne is also responsible for monitoring state elder abuse direct service funds to the 70 counties in the Greater Wisconsin Agency on Aging Resources (GWAAR) planning and service area. Jayne collaborates with DHS in facilitating regional roundtables for APS and elder abuse social workers throughout the state. In addition to recognition for her support and technical assistance to social workers, she has also collaborated with national leads to bring pilot trainings to the state for social workers new to the field of elder abuse and neglect. She is also part of GWAAR's Emergency Preparedness Team.

**Judith Munaker** is a retired prosecutor who specialized in domestic violence and child sexual and physical abuse in families experiencing domestic violence. She was the Violence Against Women Act law enforcement domestic violence trainer and consultant for 5 years for the Wisconsin Office of Justice Assistance. She has developed and conducted specialized trainings on elder abuse, domestic violence in Indian Country, stalking, strangulation, and officer-involved domestics and presented in Washington DC, Massachusetts, Arizona and Maryland. Prior to joining the Dane County District Attorney's Office, she was the education coordinator for the Wisconsin Coalition Against Domestic Violence. She has trained or presented to many audiences including advocates, law enforcements officers, judicial officers, medical personnel, public defenders and communities. Munaker is a board member of the Safe Harbor Child Advocacy Center and a founding board member of Horizon High School, a recovery school for teens with AODA dependency. She has been a commissioner on the Fitchburg Police and Fire Commission since 2009. Munaker has served on the board of directors of Domestic Abuse Intervention Services and the advisory board of the Meriter SANE program. Prior to moving in Wisconsin in 1992, she worked in higher education as a faculty member and administrator for over 20 years.

**Amy Panosh** has been an Ombudsman with the State of Wisconsin Board on Aging and Long Term Care for the past 7 years. She has earned her B.S. degree in Health Care Administration from the University of Wisconsin Eau Claire. Amy has been involved in long term care for the last 12 years, beginning as a Supportive Home Care worker. Amy has presented to nursing home and assisted living staff, residents, and family members on various topics including resident rights, long term care options, abuse and neglect, and sexuality and intimacy. Most recently, Amy has presented the Sexuality & Intimacy presentation to provider groups and state licensing personnel in Wisconsin.

**Wanda Plachecki, MA, NHA** is the Administrator of Lakeview Health Center, West Salem, Wisconsin.

**Phil Rangsuebsin, JD,** is an Assistant Legal Council in the Office of Legal Counsel, Wisconsin Department of Health Services.

**Kitty Rhoades** was appointed Secretary of the Wisconsin Department of Health Services by Governor Scott Walker in January of 2013, after having served as Deputy Secretary since January 2011. Prior to her appointment in DHS, she served in the Wisconsin State Assembly from 1999 until her retirement in 2010. During her legislative service, Secretary Rhoades served as the co-chair of the Joint Legislative Committee on Finance and served on the Health and the Aging and Long-Term Care standing committees.

**Molli Rolli, MD,** is the Medical Director of the Mendota Mental Health Institute, Madison, Wisconsin. She is appointed Associate Professor, Clinical Faculty in the Department of Psychiatry at the University of Wisconsin Medical School in Madison, Wisconsin. She also serves as a Medical Consultant with Prest & Associates, Inc., an independent review organization. She has a Forensic Practice with the Wisconsin Psychiatric Institute and Clinic, with a focus on NGI evaluations, Malpractice and Disability. Dr. Rolli obtained her medical degree from the Mayo Medical School in Rochester, Minnesota.

## Our Presenters

**Krista Scheel** is the Program Director for the Alzheimer’s Association of Southeastern Wisconsin. Krista oversees the many programs of the Association for persons with dementia, families and health care professionals. In addition, she staffs the Medical & Scientific Advisory Committee for the Southeastern Wisconsin Chapter. Krista received her Bachelor’s degree in psychology from Western Washington University and has Master’s level training in psychology and gerontology from the University of Nevada, Reno. She joined the Alzheimer’s Association in 1999 as the Program Director for the Northern Nevada Chapter. Ms. Scheel has continued her work in caregiver issues and dementia program services upon relocating to southeastern Wisconsin in August of 2007.

**Stan Shemanski, BA**, a graduate of Marquette University, recently joined the Wisconsin Department of Health Services, Division of Long Term Care, Office on Aging as the APS Protection and Systems Developer. Previous to coming to the State he worked as the Crisis Intervention and Adult Protective Services Coordinator in Waushara County. Stan was a member of the I-Team in that venue, collaborating with an active contingent of professionals to include law enforcement, the courts, bankers and other providers, producing an atmosphere of cooperation and effectiveness dealing with elder abuse.

**Julie Shew, M.S. Behavioral Analysis**, is the Division of Long Term Care Restrictive Measures Lead in the Wisconsin Department of Health Services and coordinates the review of all applications for the use of restraints, provides training and consultation around restraint use and other less restrictive approaches to challenging behaviors and works on issues regarding Department policy on restrictive measures.

**Brian Shoup** joined the Division of Long Term Care as the Administrator on May 20, 2013. He possesses a Masters of Public Service Administration, obtained through the University of Wisconsin - Oshkosh, and a Bachelor of Arts in Sociology through Lakeland College. His experience in the areas of mental health and behavioral health span his more than 20 years of leadership of non-profit, for profit and public service agencies. Prior to his Administrator role, Brian was the Executive Director for Brown County Human Services (Green Bay) from 2009 - 2013. Brown County Human Services is a 500 employee public agency providing long term care services, adult and child protective services, and juvenile justice. The agency also oversaw the operations of two mental health clinics, a regional acute psychiatric hospital and a skilled nursing home.

Prior to Brown County, Brian was the chief of operations for Marquette University’s 7C’s Counseling Clinic, a teaching clinic for training Masters and Doctoral students in the integrated treatment of co-occurring psychological and substance use disorders.

**Mark Sweet, PhD**, is a trainer and consultant at Disability Rights Wisconsin (DRW). In this role, Mark works with preschool and school programs, supported work and supported living organizations, consumer and parent groups, long term care programs and others. He also works on a federally funded anti-violence grant related to individuals with disabilities. The emphasis of his work is to better understand the point of view of those who receive support. Mark Sweet is the author of *Creating Safety by Asking, What Makes People Vulnerable?* This publication is available free at [www.disabilityrightswi.org](http://www.disabilityrightswi.org).

**Greg Van Rybroek, Ph.D., J.D.**, is the Director of the Mendota Mental Health Institute, a 300 bed state psychiatric hospital for forensic and civil patients, juveniles and operates a large community support program ((PACT). He received his Ph.D in Psychology and his J.D. from the University of Wisconsin Madison. He is an adjunct professor at the UW-Madison and teaches courses related to clinical issues and the law in the psychology department and law school, and has conducted many presentations in clinical-legal areas. His publications and presentations primarily are in the area of clinical topics that intersect with legal issues, and work satisfaction and well-being.

**Camille Rodriguez-Williams, MHA** is the Section Chief, Long Term Care and Policy Initiatives in the Bureau of Long Term Support, Division of Long Term Care, Wisconsin Department of Health Services.

# Conference Planning Group

## **Planning Group Co-Chairs:**

**Alice Page, JD, MPH**, APS and Systems Developer, Office on Aging, Bureau of Aging and Disability Resources, Division of Long Term Care, Department of Health Services, Madison, WI

**Melody Yeager**, Human Services Area Coordinator, NRO, Department of Health Services, Rhinelander, WI

## **Conference Planner:**

**Peggy Rynearson**, Consultant

## **Planning Group members:**

**Kristin Berg**, Money Follows the Person Behavioral Health Specialist, Bureau of Long Term Support, Division of Long Term Care, Department of Health Services, Madison, WI

**Doug Brey**, Crisis Intervention Supervisor, Winnebago County Department of Human Services, Oshkosh, WI

**Molly Felenz, JD**, Director, Wisconsin Guardianship Support Center, Greater Wisconsin Agency on Aging Resources, Inc., Madison, WI

**Kristen Felten, MSW, APSW**, Dementia Specialist, Office on Aging, Bureau of Aging and Disability Resource, Division of Long Term Care, Department of Health Services, Madison, WI

**John Hale**, Social Worker, Adult Protective Services, Polk County Human Services Department, Balsam Lake, WI

**Kim Marheine**, Ombudsman Services Supervisor, State of Wisconsin Board on Aging and Long Term Care, Madison, WI

**Vince Maro**, Family Care Regional Program Manager, Office of Family Care Expansion, Division of Long Term Care, Department of Health Services, Eau Claire, WI

**Neal Minogue**, ADRC Quality Specialist, Office for Resource Center Development, Bureau of Aging and Disability Resources, Division of Long Term Care, Department of Health Services, Madison, WI

**Jayne Mullins**, Elder Abuse Program Specialist, Greater Wisconsin Agency on Aging Resources, Inc., Madison, WI

**Cindy Ofstead, PhD**, Director, Office on Aging, Bureau of Aging and Disability Resources, Division of Long Term Care, Department of Health Services, Madison, WI

**Stan Shemanski**, Advocacy and Protection Systems Developer, Office on Aging, Division of Long Term Care, Department of Health Services Madison, WI

**Amy Temby**, Social Worker, Adult Protective Services, Waupaca County Department of Health and Human Services, Waupaca, WI

**Dinh Tran**, Social Services Consultant, Bureau of Technology, Licensing, and Education, Division of Quality Assurance, Department of Health Services, Madison, WI

**Greg Van Rybroek, PhD, JD**, Director, Mendota Mental Health Institute, Madison, WI

**Camille Rodriguez-Williams, MHA**, Section Chief, Long Term Care and Policy Initiatives, Bureau of Long Term Support Division of Long Term Care, Department of Health Services, Madison, WI

## Registration & Hotel Information

### Conference Registration:

#### Registration Fees:

Full Conference	\$135
Thursday Only	\$ 95
Friday Only	\$ 95

Pre-conference Intensive \$ 75

*(pre-conference intensive fee includes*

*Wednesday training, breakfast and lunch,*

*and Tuesday hotel room; training is limited to new APS workers who have been working in the field 2 years or less. Class will be limited to 40 participants on a first-come, first-served basis.)*

#### Registration Deadline:

The deadline for registering for the conference is **September 27, 2013**. After this date, call the UW-La Crosse Office of Continuing Education and Extension at 608-785-6504 to determine availability.

#### Conference Cancellation Policy:

If the UW-La Crosse Office of Continuing Education and Extension receives notice of cancellation by the registration deadline, you will receive a full refund of fees minus a \$25 processing charge. No refunds will be made for cancellations received after the deadline date. A substitute may attend in your place. If possible, please inform us of such substitutions in advance.

#### Continuing Education Hours:

##### ***Social Worker Continuing Education Hours (CEH)***

Attendance at the conference will earn seven (7) continuing education hours on Thursday and four (4) continuing education hours on Friday.

##### ***Professional Counselor Continuing Education Hours (CEH)***

Attendance at the conference will earn seven (7) continuing education hours on Thursday and four (4) continuing education hours on Friday.

Certificates for social workers and licensed professional counselors will be distributed electronically via email after the conference, after attendance has been verified via sign-in sheets.

#### **Hotel Registration: Call 1-800-867-9453**

Tell the reservation agent to book your room under the Adult Protective Services Conference block #361255 at the Glacier Canyon Lodge.

Room rates are \$70 single, \$99 double/triple/quad.

**The last day to reserve rooms under the APS Conference block is Sept. 15, 2013.**

#### **Hotel Cancellation:**

Room reservations may be cancelled without penalty prior to September 9; after September 9 there is a 72-hour cancellation policy per room. Reservations cancelled prior to the 72-hour mark will be charged a \$20 fee. Cancellations within 72 hours pay for the entire room rate.

#### Register Online at:

[www.uwlax.edu/conted/aps](http://www.uwlax.edu/conted/aps)

Or call **(608) 785-6500** or **(toll free)**  
**(866) 895-9233**

Note: If you have difficulty using the link, please copy and paste, or type, the link address into your web browser.

#### **All conference events will be held at:**

Glacier Canyon Lodge  
Conference Center  
45 Hillman Road  
Wisconsin Dells, WI  
53965