

“Partnering to Preserve and Protect”

DAY TWO

Tuesday, May 18, 2021

9:30AM – 4:00PM EST

“Skills and Resources Strengthening”

9:30 – 9:45 Welcome and Division of Aging and Adult Services (DAAS) Award

9:45 – 10:45 Opening Keynote

10:45 – 11:00 Break

11:00 – 12:00 **Four concurrent morning breakout sessions:**
BREAKOUT A: “Preparing the Case for Prosecution”
Jessica Spencer, JD

BREAKOUT B: “Reframing to Elicit Cooperation”
Julie Schoen, JD and Alycia Cisneros, MSW

BREAKOUT C: “Adaptations for Interviewing Vulnerable Populations”
Kathryn Lanier, MSG

BREAKOUT D: “How Banks Protect Our Most Vulnerable”
Peter Gwaltney

12:00 – 1:00 Lunch

1:00 – 2:00 **Four concurrent afternoon breakout sessions:**
BREAKOUT E: “Halt in the Name of the Law! Choosing the Right Remedy for Elder Financial Abuse”
Heather Whitaker Goldstein, JD

BREAKOUT F: “Racial and Diversity Inclusion in MDTs”
Deric J. Boston, LCSW

BREAKOUT G: “Dementia and Abuse: What Do You Need to Know to Make a Difference?”
Melanie Bunn, RN, MS

BREAKOUT H: “Accessing and Organizing Records in Elder Exploitation Cases”
W. Scott Harkey, Senior Financial Crimes Prosecutor, NC Conference of DAs

2:00 – 2:15	Break
2:15 – 3:15	Afternoon Keynote: “Trauma-Informed Care Plus Decisional-Ability Aware Interviewing” <i>Michelle H. Guarino, MSW, LCSW</i>
3:15 – 4:00	Closing Remarks/Adjourn

SESSION DESCRIPTIONS AND SPEAKER BIOGRAPHIES

DAY TWO

May 18, 2021

Morning Concurrent Breakout Sessions

CONCURRENT BREAKOUT A: “Preparing the Case for Prosecution”

Jessica Spencer, JD

This session will walk attendees through the preparation of a criminal case from the prosecution perspective. Who are the players? What does a prosecutor need and want? Are there case features that need to be highlighted to improve the possibilities of the case (1) moving forward and (2) achieving a successful resolution?

A fifth generation native of North Carolina’s Outer Banks, **Jessica Spencer** moved West after law school to work as an Assistant District Attorney in Winston-Salem. Jessica has served the citizens of Forsyth County in that capacity for the past 14½ years. She has handled a variety of crimes, with a current focus on drug crimes and white-collar crimes. She has served on the Forsyth County Elder Abuse Task Force and has presented in various conferences and events on topics concerning older adults. Additionally, she has served as a contributor to the first-ever Elder Abuse and Exploitation Prosecution Manual, which is being distributed in 2021 by the NC Conference of District Attorneys.

CONCURRENT BREAKOUT B: "Reframing to Elicit Cooperation"

Julie Schoen, JD and Alycia Cisneros, MSW

For both those who do investigative work and those who do outreach, this session addresses how to reframe outreach and investigation to more productively engage adults who are older and disabled, as well as others who may assist. Specially covered is how to engage older adults without triggering resistance based on fear-of-loss-of-independence but which enables older adults to protect themselves and more actively engage the community. Also covered will be how to elicit broader cooperation in these cases without inadvertently cueing/reinforcing stereotypes of older as other, old age is about deterioration and decline and vulnerability, older adults as objects of care v. contributors, the fatalistic view that it’s inevitable; nothing can be done....

Julie Schoen brings her passion for all aspects of aging issues to her role as Deputy Director of the National Center on Elder Abuse (NCEA) at the Keck School of Medicine at USC. An attorney with a strong background in Medicare Advocacy, she now works to counter Elder Abuse by building public awareness through collaboration. Julie is an active board member of the Elder Financial Protection Network (EFPN) and the National Organization of Victim Assistance (NOVA). Her influence in the aging field has been well documented in the Wall Street Journal, the New York Times and USA Today. Julie also makes frequent guest appearances on KFWB, Talk Radio, Money 101.

Before joining the NCEA team at USC, Julie devoted the first 20 years of her career as the director of the Health Insurance Counseling Advocacy Program and the CA Senior Medicare Patrol. Julie is a graduate of the University of Wisconsin Madison and has lived in Orange County, California for the past 30 years with her husband Jim and daughter Emily.

Alycia Cisneros serves as outreach coordinator at the National Center on Elder Abuse (NCEA). At NCEA she works to forge new meaningful connections between local and national communities, elder justice and aging professionals, and other stakeholders. Alycia earned her Master's Degree in Social Work (MSW) at The University of Southern California's Suzanne Dworak-Peck School of Social Work. She has a background in clinical social work, with experience providing direct support in medical and in-home settings with older adults.

CONCURRENT BREAKOUT C: "Adaptations for Interviewing Vulnerable Populations"

Kathryn Lanier, MSG

Learn how to employ tools and techniques to overcome multiple barriers that may exist when interviewing older or disabled adults who have been victims of crime. Topics to be discussed include some of the physiological and psychological changes associated with aging, such as hearing and vision loss, speech difficulties and cognitive deficits. Explore approaches and consider additional resources that may be necessary to conduct and obtain critical information.

Kathryn Lanier is the Section Chief for Elder Rights and Special Initiatives at the North Carolina Division of Aging and Adult Services where she has been employed for the past nineteen years. She oversees the Long-Term Care Ombudsman Program, Legal Services for the Elderly, Senior Community Service Employment Program, and Consumer Fraud Protection efforts. Prior to her current position, she served as the Ombudsman Program Specialist for ten years with the Division. While in that position, Kathryn created the Strategic Alliances for Elders in Long Term Care Taskforce (S.A.F.E.-in-LTC) a multidisciplinary group of professionals focused on addressing and seeking prosecution of crimes committed in long term care facilities. This group created a comprehensive interactive course for law enforcement officers entitled "Investigating Crimes in Long Term Care Settings: Voiceless Victims." The course has been taught at the NC Justice Academy's two state campuses for the past fifteen years and several times within the state's community college system. She continues to serve as an instructor in the course and enjoys educating detectives on how they can best serve North Carolina's citizens, regardless of whether they live in the community or a facility.

Kathryn has extensive experience in the field of aging services and has worked with the spectrum of older adults--from the very active to those who are most vulnerable. She has developed and presented training to professionals and the public on a wide variety of topics ranging from Alzheimer's disease to elder abuse awareness and prevention. She earned her Master of Science Degree in Gerontology with a concentration in Public Administration from the Medical College of Virginia/Virginia Commonwealth University in Richmond, VA and a BA in Broadcast Electronic Communication from Marquette University in Milwaukee, WI.

CONCURRENT BREAKOUT D: "How Banks Protect Our Most Vulnerable"

Peter Gwaltney

In this presentation, Peter will address how banks protect customers from theft, fraud and exploitation schemes. He will also touch on how customers and professionals working with at-risk adults can work with banks to prevent harm and achieve better outcomes when financial harm occurs.

Peter Gwaltney has served as President and Chief Executive Officer of the North Carolina Bankers Association since January 2015. He is a former banker and previously served as CEO of the Louisiana Bankers Association. During his career, Peter has served on numerous committees with the American Bankers Association and currently serves on the ABA Board of Directors and Chairman of the ABA Alliance of State Bankers Associations. He is a Past Chairman of the Louisiana Governor's Prayer Breakfast, a Past Chairman of the Graduate School of Banking at LSU and currently serves as a member of the Board of Trustees at Mary Baldwin University in Staunton, Virginia and the Dean's Advisory Council at the School of Business at Louisiana State University. He holds a Bachelor of Arts in General Studies with an emphasis in

Economics and Finance from Louisiana State University. Peter and his wife, Ginny, have six children and seven grandchildren.

Afternoon Concurrent Breakout Sessions

CONCURRENT BREAKOUT E: "Halt in the Name of the Law! Choosing the Right Remedy for Elder Financial Abuse"

Heather Whitaker Goldstein, JD

Effectively ending elder financial abuse is a multi-disciplinary endeavor, requiring understanding of criminal and civil legal remedies, government resources, and prevention strategies. When exploitation is occurring or has occurred, victims and their family members need to understand the advantages and limitations of various legal and non-legal pathways to stop the exploitation and recover assets that have been taken. This presentation will focus on helping those victims identify the right remedy. We will also highlight specific planning and prevention strategies that every older adult should consider mitigating, to avoid the risk of ever becoming a victim.

A principal with the Van Winkle Law Firm in Asheville, North Carolina, **Heather Whitaker Goldstein** focuses her practice on incapacity planning, client advocacy, and litigation in a wide variety of situations where an elderly person is vulnerable to exploitation. Her work includes guardianship proceedings, will contests, trust modifications, estate proceedings, and civil claims brought by and against agents, trustees, and guardians on behalf of older adults. She also works pro-actively with clients to develop aging plans, and counsels clients who serve in a fiduciary capacity for an older adult. Heather serves on Buncombe County's Elder Justice Leadership Team and on the Board of the NC Chapter of the National Academy of Elder Law Attorneys. She is a regular speaker on the topic of planning for incapacity, helping older adults protect themselves from financial exploitation.

CONCURRENT BREAKOUT F: "Racial and Diversity Inclusion in MDTs"

Deric J. Boston, LCSW

This "how to" session will help local MDTs identify and address cultural/racial biases and ease reluctance to report and cooperate while encouraging participation so we may better serve our entire community with less friction.

Deric Boston is Senior Lecturer for the North Carolina State University School of Social Work. He earned a Bachelor of Education from the Citadel and a Master of Social Work from the University of North Carolina at Chapel Hill. Deric is a Licensed Clinical Social Worker and has worked with children providing cognitive behavioral therapy, and supervised teams providing intensive family and community-based treatment youth. For most of his 17-year career as a social worker, he has worked with children and their families by providing and supervising their mental health therapies and treatments.

CONCURRENT BREAKOUT G: "Dementia and Abuse: What Do You Need to Know to Make a Difference?"

Melanie Bunn, RN, MS

This session focuses on why people living with dementia are at high risk for abuse, identifying signs of abuse in people living with dementia, communication approaches, and strategies that reduce abuse.

Melanie Bunn is a nurse, teacher, trainer, speaker, coach, consultant, support group facilitator, researcher, mom, daughter and sister. She combines these roles with a love of travel and a fear of boredom to create a way of supporting herself and her family while improving the lives of people with dementia and their care partners. She is associated with Dementia Alliance of North Carolina, Teepa Snow's Positive Approach to Care, Bunn Consulting, and Duke University School of Nursing.

Melanie received her undergraduate degree in nursing from UNC-Chapel Hill, her master's degree from Clemson University and a Post-Master's Gerontological Nurse Practitioner Certificate from Duke University. She is a skilled and experienced advanced practice nurse and nurse educator, conducting over 200 presentations and trainings annually to health professionals, community organizations, first responders, families and others. She has volunteered as an Alzheimer's Support Group Facilitator for over 25 years.

CONCURRENT BREAKOUT H: "Accessing and Organizing Records in Elder Exploitation Cases"

W. Scott Harkey, Senior Financial Crimes Prosecutor, NC Conference of DAs

Accessing and organizing records offers lessons on a variety of investigative tools for accessing business and banking records when investigating cases. This presentation will cover the methods available to investigators before and after a case has been charged. We will look at several proven methods of organizing and presenting voluminous records in the courtroom.

W. Scott Harkey is the Senior Financial Crimes Prosecutor with the North Carolina Conference of District Attorneys. He prosecutes complex financial crimes including embezzlement, elder exploitation, public corruption, and other white-collar matters. Scott has tried dozens of complex cases in Superior courtrooms across North Carolina. He served as lead counsel in the prosecution of some of the most notorious fraud cases in North Carolina history, including a \$269.9 million contract fraud case and the UNC Chapel-Hill Athlete Agent Scandal. Since 2018, Scott has been recognized as a Board-Certified Specialist in North Carolina criminal law by the North Carolina State Bar.

AFTERNOON KEYNOTE: "Trauma-Informed Care Plus Decisional-Ability Aware Interviewing"

Michelle H. Guarino, MSW, LCSW

This presentation will provide training on how individuals can employ trauma-informed care when interviewing individuals who have been abused or have trauma. She will explain what trauma-informed is and how to infuse it in their work. Also, she will discuss things to look for to determine an individual's decisional-ability awareness.

A senior lecturer for North Carolina State University's School of Social Work, **Michelle Guarino** earned a Bachelor of Social Work from the University of North Carolina at Wilmington and a Master of Social Work from New York University. Michelle is a Licensed Clinical Social Worker and has worked with gang affiliated, high-risk youth and families since 1996. Michelle began her career as the Youth Intervention Counselor for the New Hanover County Sheriff/ Wilmington City Police Gang Task Force; a first of its kind position employing a civilian within a law enforcement entity to intervene with gangs, gang members and families. Michelle has developed numerous successful prevention, intervention, diversion and re-entry programs that subsequently were recognized with multiple awards and accolades. Michelle's 23-year social work career has focused on working within the law enforcement setting and has held titles such as Division Commander, Program Director, Gang Counselor, Crisis Unit Supervisor and Crisis Negotiation Team.

