

ACUU 2019

Wednesday, June 12 Workshop Listing

10:15 a.m. to 11:25 a.m.

- D-1 Dynamic Duos to Support Access and Wellness: AAAs and ILCs** –Sharon Williams, Chief Executive Officer, Williams Jaxon Consulting, LLC.
- Independent Living of the Genesee Region, Rae Frank, Executive Director and Dominique Johnson, NY Connects Independent Living Specialist along with Office for the Aging, Amy Swanson, Specialist-Aging Services-Genesee County OFA with Tess Philips, Deputy Director-Wyoming County OFA
 - Nikki Stewart, EdD, Director of NY Connects, NYC with Kerry Keys, CIDNY, Center for Independence of the Disabled in New York
 - Nicole Walker, NY Connects Coordinator, Steuben County and Amanda Pinter, Region 1 NY Connects Coordinator, Western NY Independent Living.
- D-2 Senior Scams** - Gary S. Brown, Statewide Elder Abuse Coordinator, Office of the New York Attorney General and Leita C. King, MSW, Scam Prevention Coordinator, Lifespan
- D-3 Tip Sheet and Screening Tools for Elder Abuse in Healthcare Settings** - John Cochran, Deputy Director, NYS Office for the Aging and Art Mason, Director, Upstate Elder Abuse Center at Lifespan, Lifespan of Greater Rochester
- D-4 Community Collaborations: A Multi-Agency Approach to Caring for People with Memory Loss** - Natalie Turner, Case Manager, Center of Excellence for Alzheimer’s Disease at Albany Med; Erica Salamida, Director of Education and Outreach, Alzheimer's Association of Northeastern New York and Jennifer Harvey, Education Specialist, Eddy Alzheimer’s Services
- D-5 The United States and Elder Justice** – Kathleen Lynch, Attorney, U.S. Attorney’s Office (Buffalo) and Peggy McFarland , Investigator, U.S. Attorney’s Office (Buffalo)
- D-6 Meeting the Needs of LGBT Older People and Older People Living with HIV** - Aaron Tax, Director of Advocacy, SAGE
- D-7 The Challenges of Cancer Perceptions in Treating an Elderly Population** - Sophia Smith, Assistant to the Director, Gerontology Center, Niagara University and Susan Mason, Professor of Psychology and Gerontology, Niagara University

11:45 a.m. to 12:55pm

- E-1 Combatting Health Care Fraud in NYS** - Maria Alvarez, Executive Director, New York StateWide Senior Action Council and Jean Stone , Volunteer NYS Senior Medicare Patrol Program, New York StateWide Senior Action Council
- E-2 A Community Approach to Elder Abuse: The Elder Justice Navigator Project** - Nicole K. Parshall, Esq., Staff Attorney and Elder Justice Navigator Project Director, Center for Elder Law and Justice and Kayleah M. Feser, LMSW, Social Worker, Center for Elder Law and Justice
- E-3 Moving Forward: The Changing Landscape of Case Management** - Denard Cummings, Director Bureau of Social Determinants of Health, NYS Department of Health (NYSDOH); Meghan Shineman, Director of Healthcare Integration, NYC Department for the Aging and Dr. Mary Ann Spanos, Director Chautauqua county Office for Aging, Chautauqua County Office for Aging
- E-4 NYS Paid Family Leave: Helping Your Care for Them** - Tiffany Battles, LMSW, Empire State Fellow New York State Workers' Compensation Board
- E-5 NYSCRC - Caregiver Simulation Exercise Overview** – Doris Green, NYSCRC Director, New York State Caregiving and Respite Coalition, managed by Lifespan and Sharon Cackett, NYSCRC Education and Outreach Specialist, New York State Caregiving and Respite Coalition, managed by Lifespan (Either date)
- E-6 Opioid Use and Older Adults** - Ann Olin, MA, CASAC-T, Program Manager, Geriatric Addictions Program (GAP), Lifespan of Greater Rochester; Clara De Sanctis Johnson, Program Coordinator, Opioid Overdose Prevention Initiative, Office of Drug User Health, Department of Health, AIDS Institute and Paul L. Caccamise, LMSW, ACSW, Vice President for Program , Lifespan of Greater Rochester

D-1

Dynamic Duos to Support Access and Wellness: AAAs and ILCs

Description: AAAs and ILCs will gain insights about why their partnership in NYS is so important and hear about strategies to improve their collaborative relationships. This workshop will be structured so that the content presented arches over NY Connects service delivery, referral practices, and capturing data to allow participants to envision their successful future partnerships

Learning objectives: This workshop will provide insights and strategies that AAA and ILC professionals can use in their service areas to increase productive communication and coordination. Tools and insights gained will set the groundwork for improved coordination among NY Connects partners.

Presenter(s): Sharon Williams is a leading national health care and aging network consultant. Sharon was the CEO of a Medicare Advantage Dual Special Needs Plan, leads the faculty for the NCOA Network Development Learning Collaborative, and is a key author of the NCOA Road Map to Community-Integrated Health Care.

- Independent Living of the Genesee Region, Rae Frank, Executive Director and Dominique Johnson, NY Connects Independent Living Specialist along with Office for the Aging, Amy Swanson, Specialist-Aging Services-Genesee County OFA with Tess Philips, Deputy Director-Wyoming County OFA
- Nikki Stewart, EdD, Director of NY Connects, NYC with Kerry Keys, CIDNY, Center for Independence of the Disabled in New York
- Nicole Walker, NY Connects Coordinator, Steuben County and Amanda Pinter, Region 1 NY Connects Coordinator, Western NY Independent Living.

D-2

Senior Scams

Description: With so many ways to gain entry into our lives – by phone, Internet, mail and even through our own homes – it can be difficult to know how to protect ourselves and those around us from scammers and fraudsters. The NY State Office of the Attorney General wants to keep you updated on the latest scams, teach you how to be a smart consumer, and ultimately give you the tools to fight back against scam artists and avoid becoming a victim.

Presentation will focus on scams that we are seeing, as well as identity theft and fraud prevention. Lifespan works one-on-one with victims to secure assets, close compromised accounts, place alerts on accounts, work with law enforcement, file complaints with government agencies, and provide advocacy and support. We will describe our program and a description about how AAA can help victims of scams.

Learning objectives: Through this workshop, participants will gain a better understanding of how to avoid becoming a victim of common consumer and healthcare scams that target older adults. They will

also learn the “do’s” and “don’ts” when it comes to identify theft and internet safety. Participants will leave with tools and resources that will enable them to stay safer in their daily lives, and to better assist their clients and constituents in doing so.

Presenters: Gary S. Brown, Statewide Elder Abuse Coordinator, Office of the New York Attorney General
Leita C. King, MSW, Scam Prevention Coordinator, Lifespan

D-3

Tip Sheet and Screening Tools for Elder Abuse in Healthcare Settings

Description: Chapter 328 of the Laws of 2017 was enacted to establish guidelines for identifying and reporting suspected self-neglect, abuse, and maltreatment of an older adult. The goal is to improve identification of potential risk in various health care settings and among different types of providers through tools and resources as options for use. Learn about the process undertaken, development of the drafted Elder Abuse and Mistreatment Tip Sheet, and the pilot of the tool with home care workers, as well as the proposed screen for use in health care settings. Participants will be able to participate in an interactive dialogue about this initiative.

Learning objectives: participants will take away to help them in their work: Tools: Elder Abuse and Mistreatment Tip Sheet draft, EASI ® Screening tool.

Presenter(s): John Cochran, Deputy Director, NYS Office for the Aging
Art Mason, Director, Upstate Elder Abuse Center at Lifespan, Lifespan of Greater Rochester

D-4

Community Collaborations: A Multi-Agency Approach to Caring for People with Memory Loss

Description: There are currently 390,000 individuals living with Alzheimer’s disease in New York State. This number is expected to rise 460,000 by 2025. In response, New York State implemented an unprecedented \$25 million Alzheimer’s disease Support Initiative throughout the state. This is the first of its kind throughout the nation to support people with dementia and their caregivers. The Alzheimer’s disease Support Initiative has four components: Regional Caregiver Support Initiatives, Caregiver Support Programs for the Underserved, Alzheimer’s Community Assistance Programs, and Centers of Excellence for Alzheimer’s disease. This presentation will describe, first the need for such an initiative and the outcomes to date. Then, we will discuss how three of these programs function independently and collaborate to provide services for people with memory loss and their caregivers. We will discuss some of the evidence-based interventions and services for people with memory loss and caregivers. Finally,

we will discuss how multi-agency collaborations can enhance the level of care provided for aging individuals and families and the importance of identifying and engaging with community partners.

Learning objectives: After this presentation, participants will 1) Be able to describe critical components of the Alzheimer's Support Initiative, including how each of the programs collaborate to care for individuals with memory loss and their caregivers 2) Be able to identify best-practice interventions to support individuals with memory loss and their caregivers and 3) Be able to explain the benefits of multi-agency collaborations for aging individuals and families

Presenters: Natalie Turner, Case Manager, Center of Excellence for Alzheimer's Disease at Albany Medical Center
Erica Salamida, Director of Education and Outreach, Alzheimer's Association of Northeastern New York
Jennifer Harvey, Education Specialist, Eddy Alzheimer's Services

D-5

The United States and Elder Justice

Description: The United States Attorney's Office is working to increase the awareness of, prevention of, intervention in and the response to elder abuse, neglect and exploitation. We will explain how the US Government can assist in elder justice. We will explain strategies and the laws that guide us.

We would like to partner with you and other agencies involved with Elder justice, The Department of Justice took a series of steps to enhance its Elder Justice program. For example, it mandated that each of the 94 United States Attorneys' offices appoint an Elder Justice Coordinator to be responsible for formulating and leading the District's Elder Justice Program.

Second, the Department of Justice partnered with the United States Department of Agriculture to amplify the Department's education and outreach to seniors in rural America.

Third, DOJ announced the largest coordinated sweep of elder fraud cases in history, with cases involving more than 250 defendants from around the globe who victimized more than a million Americans, most of whom were elderly. The cases include criminal, civil, and forfeiture actions across more than 50 federal districts, with losses exceeding \$500 million.

Fourth, we were ordered and have attended training for Elder Justice Coordinators. We work very closely with the Medicaid fraud Control Unit that spends a lot of resources making sure that Nursing homes are being properly run and that patients are receiving the care they deserve.

We work with the VA, FBI and all other federal agencies to ensure the elderly are not preyed upon. Our goal in asking to speak at this conference was to let people know who we are and how we can assist in this effort to protect the elderly.

Presenter(s): Kathleen Lynch, Attorney, U.S. Attorney's Office (Buffalo)
Peggy McFarland, Investigator, U.S. Attorney's Office (Buffalo)

D-6

Meeting the Needs of LGBT Older People And Older People Living with HIV

Description: 2019 is the 50th anniversary of Stonewall, the beginning of the LGBT rights movement. More than 50% of people in the United States living with HIV are over the age of 50 - 70% in New York City. Both LGBT older people and those living with HIV face pronounced social isolation, face higher rates of poverty, and confront a lack of access to culturally competent services and supports. Why might older people with HIV not be getting the services and supports they need? Why might LGBT older people be going back into the closet? What more we can do to enable LGBT older people to stay at home and age in place in their communities? Is treating “everyone the same” sufficient? Why might that not suffice? What tools and resources exist for the aging network to better meet the needs of LGBT older people and older people with HIV, in communities across New York State?

Learning objectives:

How do you know if there are older people living with HIV in the community you serve?

- How do you know if there are LGBT older people in the community you serve?
- How can you reach out to and evaluate the needs of these communities?
- Are there examples of ways to include LGBT older people or those living with HIV as you plan your provision of services and supports?
- How can you engage in HIV and LGBT-inclusive data collection?
- What specific kinds of services and supports can you provide that signal your acceptance of LGBT older people and older people living with HIV?
- Has anyone crossed this bridge before? What resources exist to help you in these efforts?

Presenters: Aaron Tax, Director of Advocacy, SAGE

D-7

The Challenges of Cancer Perceptions in Treating an Elderly Population

Description: Cancer is a worldwide public health problem, and as people age the incidence of cancer increases significantly. Additionally, previous research has shown that cancer is one of the most feared diseases and is generally viewed as a “death sentence.” In this session, we examine how negative perceptions in the older population may hinder patient’s adherence to screening/treatment programs, negatively impact the patient-physician relationship, and impede on early detection. Likewise, we discuss how factors like cancer literacy, physician communication and recommendation, health-information seeking behaviors, and history of cancer may influence a patient’s fearful and fatalistic perceptions. Furthermore, with a better understanding of how the elderly public perceives cancer, we can create strategies that will promote cancer education, as well as improve cancer prevention and treatment strategies in this specific population. Aging services professionals who attend this session will

be invited to share their own experiences and discuss the challenges and opportunities faced when talking to older adults about cancer.

Learning objectives:

- Participants will gain a better understanding of the cancer perceptions in older generations.
- Participants will gain a better understanding of the cancer experiences of older adults.
- Participants will gain a better understanding of where and how older adults receive their health information.
- Participants will learn how to help eradicate cancer myths and misconceptions in an older generation.
- Participants will learn how to help promote positive images of cancer survivorship to an older generation. Participants will appreciate the value of cancer communication with older generations in regard to improving treatment strategies.
- Health professionals will learn new ways to discuss cancer with older adults, and they will gain a better understanding of how influential their recommendations are.

Presenters: Sophia Smith, Assistant to the Director, Gerontology Center, Niagara University
Susan Mason, Professor of Psychology and Gerontology, Niagara University

E-1

Combating Health Care Fraud in NYS

Description: This presentation will describe how seniors and caregivers can detect, report and prevent common healthcare fraud scams; health plan/pharmacy plan open enrollment fraud and identity theft schemes and

— give specific examples of telemarketing and direct mail, door-to-door, online and personal solicitation and

— offer resources for reporting financial, Medicare and Medicaid fraud losses. –

Introduce the Senior Medicare Patrol program as a resource to the community as well as an opportunity to engage seniors and members of the community in combating this \$5 billion problem in NYS.

Learning Objectives: Personal Health Care Journals, Patient Rights Toolkits, Informational Sheets on Health Care Fraud Resources

Presenters: Maria Alvarez, Executive Director, New York StateWide Senior Action Council
Jean Stone, Volunteer NYS Senior Medicare Patrol Program, New York StateWide Senior Action Council

E-2

A Community Approach to Elder Abuse: The Elder Justice Navigator Project

Description: This session will highlight the work of the Elder Justice Navigator Project (EJNP), a partnership between the Center for Elder Law and Justice, the New York State Unified Court System, and Chautauqua County. The EJNP is a pilot project which aims to empower elder abuse survivors by addressing systemic barriers to our justice and social systems, and improve court and long-term outcomes for survivors. The Project educates the courts, community members, and stakeholders on identifying and preventing elder abuse, with the aim of increasing referrals to the EJNP so that proper interventions may be delivered. Referrals to the Project are assessed for their legal and non-legal needs, and direct services are provided by the EJNP partners, including legal representation on civil matters related to or stemming from the abuse, review by the Enhanced Multi-Disciplinary Team with the aim of increasing criminal prosecution, assistance through APS and Office for the Aging, and help overcoming accessibility issues. The Project also offers a court support person, linkage with community programs to address isolation, and the ability to remotely file temporary orders of protection in family court. The presenters will discuss the Project's successes and challenges, lessons learned, and provide guidance on duplication.

Learning objectives: The presentation will highlight an innovative approach to elder abuse in a rural, limited-resource area that can be duplicated throughout the state. They will demonstrate the efficacy of community collaboration in obtaining justice for elder abuse survivors, and provide examples of how existent resources can work together to bridge the gaps and remove barriers to justice so often faced by older adults. The presenters will provide to participants links to the forms, informational materials, and Elder Abuse Desk Guide created for the Project, allowing participants to return home armed with strategies and materials for creating their own version of the Elder Justice Navigator Project.

Presenters: Nicole K. Parshall, Esq., Staff Attorney and Elder Justice Navigator Project Director, Center for Elder Law and Justice
Kayleah M. Feser, LMSW, Social Worker, Center for Elder Law and Justice

E-3

Moving Forward: The Changing Landscape of Case Management

Description: How do “social determinants of health” impact our clients’ health and well-being? How are “value-based payments” changing the landscape? What changes might we expect? Our multidisciplinary panel will address your questions and offer participants a look at future challenges and opportunities in the field of case management. The presentation will include an overview of new concepts and models, including Social Determinants of Health and Value-Based Payments that will provide new opportunities for Area Agencies on Aging.

Learning objectives: Participants will take away a greater understanding of the ways in which social determinants of health impact our clients health and well-being, new models of care planning and the value of case management going forward.

Presenter(s): Denard Cummings, Director Bureau of Social Determinants of Health, NYS Department of Health (NYSDOH)
Meghan Shineman, Director of Healthcare Integration, NYC Department for the Aging and
Dr. Mary Ann Spanos, Director Chautauqua county Office for Aging, Chautauqua County Office for Aging

E-4

NYS Paid Family Leave: Helping You Care for Them

Description: With caregiver arrangements existing in one in ten New York State households, we know there are many caregivers in need of support! New York State Paid Family Leave provides job-protected, paid time off to bond with a newly born, adopted or fostered child; care for a family member with a serious health condition; or assists when a spouse, domestic partner, child, or parent is deployed abroad on active military service. With Paid Family Leave, eligible, working New Yorkers across the State no longer have to choose between caring for their loved ones and risking their financial security. In this session, attendees will learn the basics of Paid Family Leave, who is eligible to take it, how it interacts with other leave types, updates for 2019, and more!

Learning objectives: This session will provide attendees with the following:

- Important health outcomes that may result from having access to paid family leave to care for a loved one;
- Paid Family Leave basics, including: the three uses of Paid Family leave, who is eligible, and how you take it;
- Updates for 2019
- Helpful resources for attendees to share with their networks

Presenter: Tiffany Battles, LMSW, Empire State Fellow, NYS Workers' Compensation Board

E-5

NYSCRC - Caregiver Simulation Exercise Overview

Description: The Caregiver Simulation is provided by the NYS Caregiving and Respite Coalition (NYSCRC) through its Virtual Resource Center. This interactive workshop will help participants have a full appreciation of the experience and provide information on how it can be used as a professional development tool in their organization and community. The full active simulation allows participants to experience a fraction of the challenges caregivers face, day in and day out. Each participant is assigned a role, and has tasks, dilemmas, and opportunities to navigate throughout the Simulation. NYSCRC will share outcome data that shows how the

experience develops empathy for caregivers, care receivers and agencies who are involved along the way. NYSCRC invites you to join in learning about how the Caregiver Simulation will provide participants a better understanding of caregiver challenges and rewards, so that they may more effectively engage them.

Learning objectives: Presenters will provide a full overview of the Caregiver Simulation experience, including PowerPoint Presentation, pictures of previous Simulations, and interactive examples of the Simulation activities with full audience participation. We will share outcome data from past Simulations, and information on how participants can bring this interactive, empathy-raising experience to your staff, organization, and community.

Presenter(s): Doris Green, NYSCRC Director, New York State Caregiving and Respite Coalition, managed by Lifespan
Sharon Cackett, NYSCRC Education and Outreach Specialist, New York State Caregiving and Respite Coalition, managed by Lifespan

E-6

Opioid Use and Older Adults

Description: Media – and public health officials - focus on younger populations when describing the prevalence of opioid use in the US yet older adults participate in the national opioid crisis in alarming numbers. Opioid misuse among older Americans nearly doubled from 2002 to 2014. This parallels the increase in opioid use among younger adults but should not be a surprise as one in three Medicare Part D recipients receives a prescription for an opioid annually. This workshop will describe the typical pattern of opiate and opioid misuse among older persons; reasons behind misuse; and signs and symptoms of misuse often missed by family and professionals. Presenters will discuss preventive and treatment options tailored for the older adult population.

(NOTE: presenters are exploring options for NARCAN training by a local health education organization in Albany to be incorporated into the workshop. If so, participants will learn how to administer the new single step nasal spray, Narcan (Naloxone), and also how to utilize Naloxone standing orders in pharmacies. A prevention kit will be provided to all participants. If this can be arranged, we will ask the Association on Aging to update the workshop description.)

Learning Objectives:

Participants will:

- Understand the prevalence of opioid misuse among older adults
- Understand patterns of use that may differ from misuse by younger individuals
- Be able to identify signs and symptoms of opioid abuse among older adults
- Identify treatment options and strategies for prevention and effective intervention
- (If arranged, participants will be trained in the use of opioid overdose reversal agent, NARCAN (Naloxon HCl nasal spray), and will be provided with an opioid overdose prevention kit.)

Presenters: Ann Olin, MA, CASAC-T, Program Manager, Geriatric Addictions Program (GAP), Lifespan of Greater Rochester
Clara De Sanctis Johnson, Program Coordinator, Opioid Overdose Prevention Initiative, Office of Drug User Health, Department of Health, AIDS Institute
and
Paul L. Caccamise, LMSW, ACSW, Vice President for Program, Lifespan of Greater Rochester

