



National Adult Protective Services Association

2024

YEAR IN REVIEW



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Letter from NAPSA's

LEADERSHIP



JENNIFER SPOERI
Executive Director



KEZELI WOLD
President

While we continued to work hard to provide information, training and advocacy to the APS field across the country and in the territories, we view 2024 as a year filled with opportunities. The APS field finally appears to be growing and getting recognition for the invaluable work being done. With the announcement of the APS Final Rule in May 2024, we must remain vigilant with our advocacy and education to the public and legislature about the importance of APS. We at NAPSA realize that sustained funding is the highest priority as the complexity of cases and the number of APS reports continue to rise each year.

NAPSA's 2024 accomplishments are highlighted in this Year in Review, and we hope you enjoy the annual lookback. We couldn't have done all of this work without membership support, the work of our Committees, the Advisory Boards and the Regional Representatives.

As we enter 2025, we are positive about the future of APS and the ongoing acknowledgement of the exceptional work APS programs do each and every day.

Let's make 2025 a great year for APS!

NAPSA Executive Director

NAPSA President

In May 2024, the U.S. Administration for Community Living issued final regulations for Adult Protective Services. NAPSA held a member-only call to present our analysis, share available resources, and debrief among members. NAPSA will continue to provide support to the field in understanding and interpreting the final regulations as well as bringing APS concerns to ACL. Tools to navigate and evaluate an APS program's readiness are available on the NAPSA website here.

Just to note, the comments on the notice of proposed rulemaking (NPRM) really helped reshape the Final Rule, so a huge thank you for providing your input to ensure the regulations reflect the needs of the field.

Gold Standards

NAPSA's Gold Standards workgroup continued to meet to discuss the federal APS regulations before and after their approval. The group continued discussions on the ideal APS program and the impact of federal regulations. During 2024, the workgroup launched an effort to determine the true cost of APS. This information will help inform future comments and advocacy.

2024
POLICY

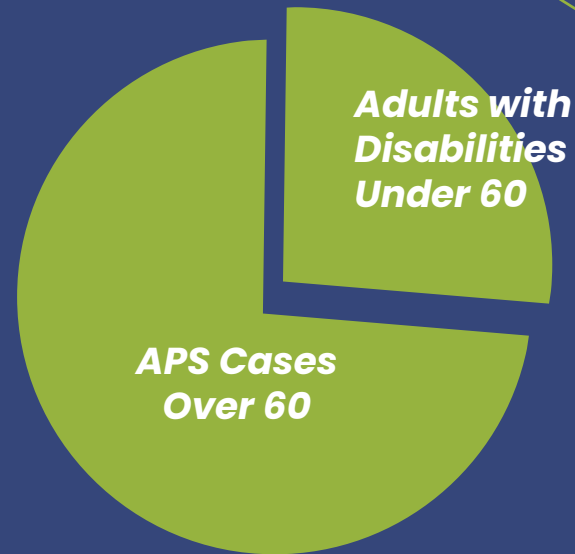


NAPSA's Disability Advisory Group continued to meet throughout 2024 and is looking forward to conducting significant outreach in 2025! Below is the group's mission statement and four focused priority areas:

Mission: People with disabilities (PWD) will lead and inform the Adult Protective Services field on how to positively impact the lives of persons with disabilities who experience abuse, neglect, and/or exploitation.

Priority areas:

- 1.) Education for field of APS
- 2) Empower people with disabilities to SHINE THEIR LIGHT
- 3) Outreach to PWD regarding access to APS
- 4) Policy/funding



DISABILITY ADVISORY GROUP

2024

MONTHLY NATIONAL SCAM ADVICE FORUMS

Debbie Deem, a retired Victim Specialist for the FBI, and Steve Baker, who is retired from the FTC and now writing scam studies for the Better Business Bureau continue to host Monthly Scam Advice Forums. Both are recognized nationally as experts in how scams operate. Debbie also brings decades of experience in working one on one with victims.

These forums have covered investment fraud, cyber crimes, identity theft, COVID-19 scams, lottery/sweepstakes, online romance scams, grandparent, tech support, the use of victims as money mules, and government imposter scams pretending to be the IRS, Social Security or government grant opportunities.

<https://www.napsa-now.org/category/scam-webinar/>





2024

WORLD ELDER ABUSE AWARENESS DAY



World Elder Abuse Awareness Day (WEAAD) was launched in 2006 and first held at the United Nations. To mark its 11th anniversary, NAPSA was asked to organize the first-ever virtual WEAAD event. This brought together international policymakers, APS professionals, advocates, financial institutions, media, social service organizations, and individuals from around the world to address this growing global issue.

Since 2016, NAPSA has proudly hosted this annual event. In 2024, the WEAAD Global Summit saw nationwide participation and recognition, shining a spotlight on the incredible work APS professionals do every day in their communities.

2024

WEAAD

Event Welcome
Jennifer Spoeri

REGION: Northeast 1

Rachel Lakin, New Hampshire
Nancy Alterio, Massachusetts

REGION: Northeast 2

Alan Lawitz, New York
Mario Wawrzusin, Maryland

REGION: Central

Carmen Castaneda, Minnesota
Heidi Turner-Stone, Ohio

REGION: Mountain

Jennifer Spoeri

REGION: Southeast

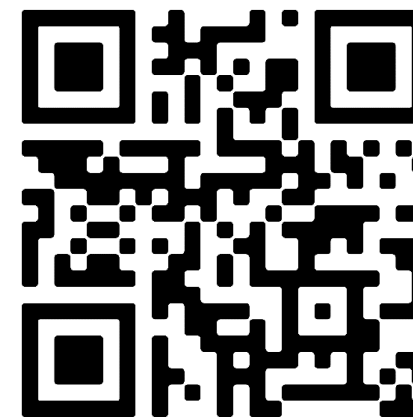
Kezeli Wold, Texas

REGION: West 1

John Hartmire, California
Karen Bone, California
Valerie Smith, California
Elise Vigil, California
Angela Rosato, California

REGION: West 2

Mandee Buckley, Utah
Ariana Patterson, Utah



Scan the QR code above to
view the live event

THANK YOU SPONSORS:



JPMORGAN CHASE & CO.



PARTNERS & HOSTS:



2024 NAPSA CONFERENCE

A HUGE SUCCESS!

The 35th Annual NAPSA Conference was an incredible success! In partnership with New Mexico Aging Services, NAPSA welcomed over 1,200 APS and allied professionals to the Albuquerque Convention Center. Over three days, attendees engaged in more than 150 workshops, enjoyed various receptions, took part in countless networking opportunities, and celebrated excellence during the 2024 Awards Luncheon.

Highlights included a captivating Tribal performance by the Zuni Tribe, lively music from the Mariachi Amigos and Monica and The Krew, and over 50 vendors from Visit Albuquerque showcasing local goods. A special keynote by Taryn Hughes left a lasting impression, as she addressed the critical topic of combatting compassion fatigue.

2024

NAPSA AWARD WINNERS



President's Award
Kelly Cordell



Joanne Otto Award
Reza Zeinalpour



Rosalie Wolf Award
Dr. Kenneth Steinman



Collaboration Award
Rebecca Clayton



Spirit of NAPSA Award
Charles Stobaugh

THANK YOU TO OUR 2024 PREMIER SPONSOR:

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PLATINUM SPONSOR



GOLD SPONSORS



SILVER SPONSORS:



THANK YOU TO THE FOLLOWING COMPANIES FOR EXHIBITING:

- Melwood
- Myers and Stauffer
- Conquer the Clutter
- Temple Institute on Protective Services
- Public Consulting Group
- Carr, Riggs, & Ingram LLC
- Resolution-One | Call Center Solutions
- Native American Elder Justice Initiative
- National Guardianship Association
- Harmony Cares Medical Group



2024 15TH ANNUAL

NATIONAL FINANCIAL EXPLOITATION SUMMIT

Sponsors:



NAPSA FINANCIAL EXPLOITATION SUMMIT

Welcome and Introductions

Betty F. Malks,

Chair NAPSA Financial Exploitation Advisory Board and Summit

New Federal Regulations for APS

Bill Benson,

NAPSA National Policy Advisor

Kendra Kuehn,

MSW, NAPSA Policy Analyst

Jennifer Spoeri,

NAPSA Executive Director

HelpVul Update

Liz Loewy,

Co-Founder & Chief Operating Officer, EverSafe

Heroes of Adult Protection (HOAP) Docuseries Preview

Joseph Applebaum,

Cofounder & Producer, The Clowder Group LLC

Stu Maddux,

Cofounder & Director, The Clowder Group LLC

Vicki Parker,

Chief Impact Officer, The Clowder Group LLC

Scams Targeting Adults: What APS Should Know

Sam Kunjukunju,

VP, Consumer Education, American Bankers Association

John Fay,

Special Agent, Federal Bureau of Investigation

Julie Sakura,

Assistant Attorney General | Division Director, Consumer Protection, New Mexico Department of Justice

Lauren Vumbaco,

Postal Inspector, U.S. Postal Inspection Services

Beyond Reporting: New Ways Financial Institutions are Adopting Person-Centered Approaches to Protect Customers

Rodnee Warr,

Executive Director, Elder Client Initiatives, Wells Fargo Advisors

Jason Lewis,

Executive Director, Office of Consumer Practices, Wells Fargo

Actionable Insights: FTC Scams Against Older Adults Advisory Group

Christine Kieffer,

Senior Director, FINRA Investor Education Foundation

Closing Remarks

Betty F. Malks,

Chair NAPSA Financial Exploitation Advisory Board and Summit

THANK YOU SPONSORS:



JPMORGAN CHASE & CO.



2024

FINANCIAL EXPLOITATION ADVISORY BOARD (FEAB) MEMBERS

Betty F. Malks, Chairperson, World Elder Awareness Day Global Summit; Chairperson, FEAB

Jennifer Spoeri, Executive Director, NAPSA

Bill Benson, National Policy Advisor, NAPSA; Principal, Health Benefits ABCs

Lisa Bleier, SIFMA, Head-Wealth Management, Retirement and State Government Relations

Lara Hinz, Director of Programs, Women's Institute for a Secure Retirement (WISER)

Dr. Jason Karlawish, Director, UPenn Healthy Brain Center; Co-Director & Attending Physician Penn Memory Center

Christine Kieffer, Senior Director, FINRA Investor Education Foundation

Judith Kozlowski, Consultant

Sam Kunjukunju, Senior Director, Bank Community Engagement, ABA Foundation

Liz Loewy, Co-Founder & COO, EverSafe

Philip C. Marshall, Founder, Beyond Brooke

Dr. John Migliaccio, Phd, RFG, FGSA, President, Maturity Mark Services Co.

Kathleen Quinn, Retired Board President & Executive Director, NAPSA

Richard Szuch, Stevens & Lee

Laurel Sykes, Executive Vice President, Chief Risk Officer for American Riviera Bank



COMMITTEE CHAIRS

Mariah Freark, Research to Practice Interest Group (MA)

Cynthia Farrell, Development (MI)

Betty Malks, Financial Exploitation Advisory Board (CA)

Paul Needham, Education (OK)

Angela Rosato, Development & Regional Representative Advisory Board (CA)

Katina Simmons, Membership (NC)

Joe Snyder, Public Policy (PA)

Terrence Vaughn, Diversity, Equity, and Inclusion (MO)

Stefanie Woodard, Ethics (CO)

AT-LARGE BOARD MEMBERS

Paul Greenwood, Criminal Justice (CA)

Iris Freeman, Elder Justice (MN)

Carol Dayton, (OH)

Marian Liu, Elder Justice Research, (IN)



OFFICERS

Kezeli Wold, President (TX)

Sharee Rines, Past President (GA)

Akiles Ceron, Secretary (CA)

Alexandria Brown, Treasurer (ND)

NAPSA BOARD OF DIRECTORS



REGIONAL REPRESENTATIVE ADVISORY BOARD

NE I

Dorian Long (CT)
Nancy Alterio (MA)

Mountain

Cassie Lindquist (SD)
Chrisy Khatib (KS)

NE II

Alan Lawitz (NY)
Mario Wawrzusin (MD)

Southwest

Cathy Wood (OK)
Kez Wold (TX)

Southeast

Cathy Bahadur (GA)
Renee Bouchillon (TN)

West 1

Angela Rosato (CA)
Cornelius Patrick (HI)

Central

Carmen Castaneda (MN)
Heidi Turner-Stone (OH)

West II

Sandra Jenkins (AK)
Robin Tejada (NV)

NAPSA STAFF

Executive Director: Jennifer Spoeri

Chief Financial Officer: Michael Hagenlock

Development and Events Manager: Tamesha Squire

Administrative Project Coordinator: Esther Thorpe

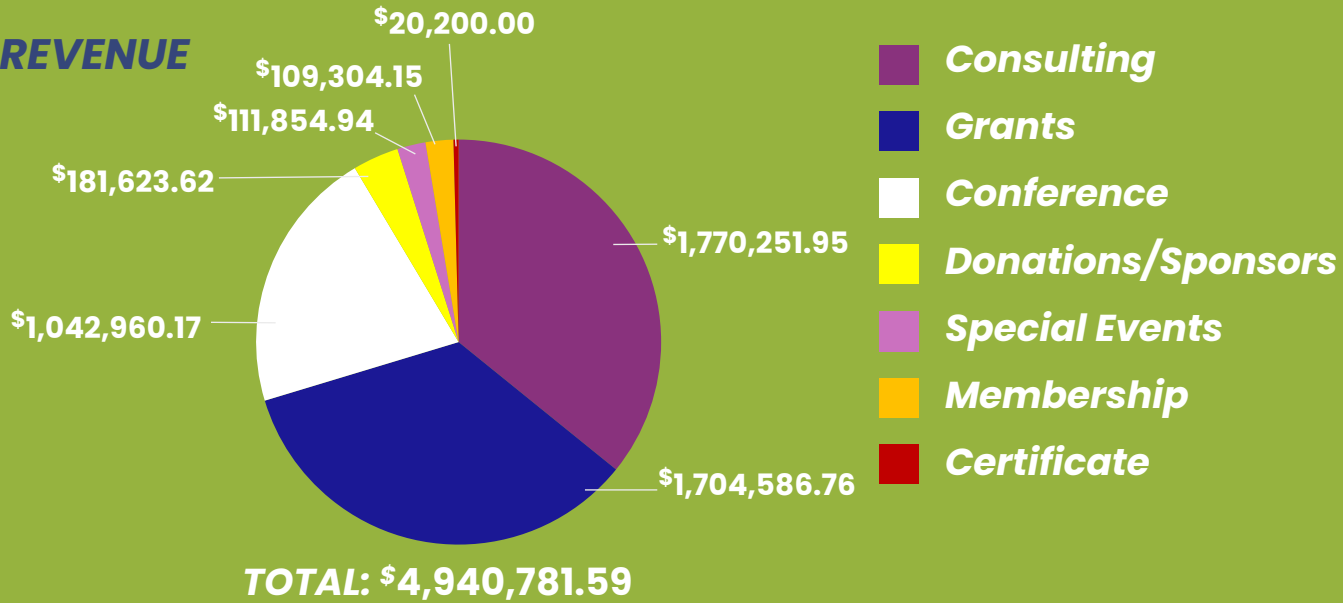
NAPSA Lead Instructional Designer: Katie Wilson

Bill Benson: National Policy Advisor

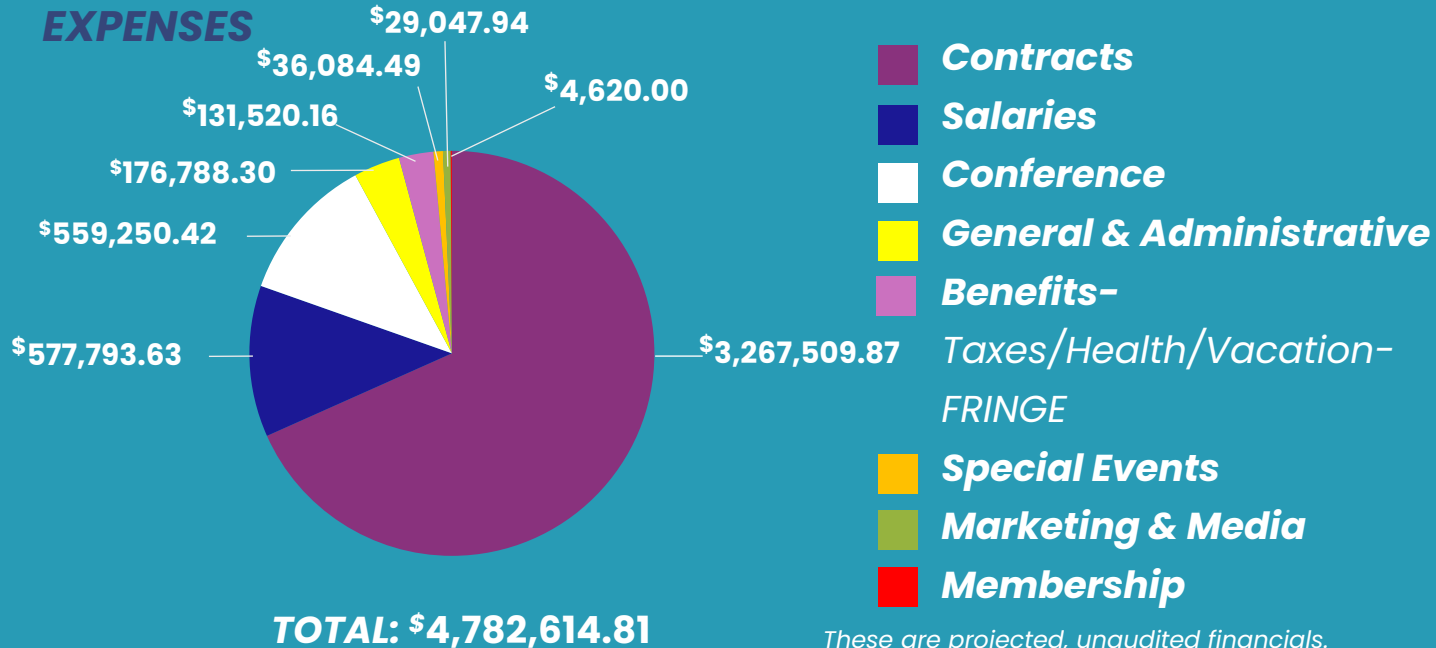
Kendra Kuehn: Policy Analyst

2024 FINANCIAL OVERVIEW

REVENUE



EXPENSES



These are projected, unaudited financials.

THANK YOU!



SAVE THE DATE

2025 NAPSA CONFERENCE
SEPT. 8-10
Bellevue, Washington



Financial Exploitation Summit
SEPT. 11th 2025



The logo features the acronym 'NAPSA' in a bold, dark blue, sans-serif font. The letters 'A', 'P', and 'S' are partially enclosed by a large, white, rounded oval with a dark blue interior. The background is a solid teal color on the left, transitioning to white on the right. Two curved, overlapping bands, one purple and one green, sweep across the bottom of the image.

NAPSA

napsa-now.org