



Aging and Adult Services  
Public Guardian

**May 14, 2025**

**DoubleTree by Hilton**  
222 N. Vineyard Ave., Ontario



## Branching Connections *Across Generations*

37th Annual Adult Protective Services  
Multi-Disciplinary Team Conference

### *Agenda*

**Registration/Networking**  
**7:30 - 8:30 a.m.**

**Opening Session/Welcome**  
**8:30 - 8:45 a.m.**

**Keynote Speaker**  
**8:45 - 9:15 a.m.**

### *Workshops*

<b>Break</b>	<b>9:15 - 9:30 a.m.</b>	<b>Session 3 Workshops O, P, Q, R, S*, T, U</b>	<b>1:15 - 2:15 p.m.</b>
<b>Session 1 Workshops A*, B, C, D, E, F, G</b>	<b>9:30 - 10:30 a.m.</b>	<b>Break</b>	<b>2:15 - 2:30 p.m.</b>
<b>Break</b>	<b>10:30 - 10:45 a.m.</b>	<b>Session 4 Workshops V, W*, X, Y, Z, Aa, Bb</b>	<b>2:30 - 3:30 p.m.</b>
<b>Session 2 Workshops H*, I, J, K, L, M, N</b>	<b>10:45 - 11:45 a.m.</b>	<b>Closing Session</b>	<b>3:30 - 4:15 p.m.</b>
<b>Lunch</b>	<b>11:45 a.m. - 1:15 p.m.</b>	<b>Raffle</b>	<b>4:15 - 4:30 p.m.</b>

*\* Workshop course approved for Continuing Education (CE) credit.*

The conference meets the qualifications for 1 hour of continuing education for LMFTs, LCSWs, LEPs, and LPCCs as required by the Board of Behavioral Sciences. PERC (Provider # 136346) is approved by the California Association of Marriage and Family Therapists to sponsor continuing education for LMFTs, LCSWs, LEPs, and LPCCs and maintains responsibility for the approved training course(s) and its content. There is no charge for CE credit. To obtain a course completion certificate for CE credit, sign in at the PERC CE registration table prior to attending the CE approved course. After the course, return to the PERC table and provide a course evaluation to receive your certificate on the day of the conference.

To report a grievance or to obtain the grievance policy, email [MDTConferenceGrievances@hss.sbcounty.gov](mailto:MDTConferenceGrievances@hss.sbcounty.gov).

The Multi-Disciplinary Team Conference is partially funded by the American Rescue Plan Act (ARPA) of 2021 totaling \$61,710 (87.69%), with \$8,664.50 (12.31%) financed from state, local and/or non-federal sources.



## **\*Workshops A & H** *CE Credit Eligible*

### **Creating Inclusive Digital Communities**

**Dr. Krystal Rawls, Ph.D., Workforce Integration Network (WIN) Director, California State University, Dominguez Hills**

Dr. Krystal Rawls is a seasoned educator and WIN Director at California State University, Dominguez Hills. She earned her Ph.D. from Claremont Graduate University and holds a Master of Arts in Higher Education: Student Affairs from the University of the Pacific along with a dual bachelor's degree from the University of California, Berkeley. With extensive experience in organizational readiness, digital inclusion, and innovative program development, Krystal has led initiatives that empower diverse populations to overcome barriers in the digital era. Her work integrates evidence-based practices to support community engagement and workforce integration.

"Creating Inclusive Digital Communities" is an evidence-based workshop designed to empower mental health professionals to bridge the digital divide impacting older adults and other vulnerable populations. Participants will learn to identify and overcome digital literacy barriers, implement intergenerational mentorship models, and design culturally responsive digital training programs. By the end of this one-hour session, attendees will have clear, measurable strategies to enhance their practice and support community engagement, ultimately contributing to improved client outcomes and societal well-being.

**Educational Goals:** This course is designed to enhance professional growth by improving understanding of how digital literacy and inclusive technology practices can strengthen social connectivity, reduce isolation, and support mental health. It aims to equip professionals with practical strategies for integrating digital skills training into their practice, ultimately contributing to improved client outcomes and community resilience.

**Learning Objectives:** By the end of this one-hour course, participants will be able to:

- List at least four key digital skills that support workforce inclusion
- Identify two benefits of intergenerational mentorship in enhancing digital competence
- Explain three strategies to overcome digital literacy barriers among older adults
- Outline a culturally responsive digital training program that meets the needs of diverse populations

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## Workshops B & V

### Housing Panel

**Facilitator:** Becky Lee – *Supervising Social Service Practitioner, Department of Aging and Adult Services - Public Guardian, San Bernardino County*

**Lakita Johnson**, *Chief Executive Officer, Molding Hearts Foundation*

**Sandra Bowers**, *Regional Director, Hope through Housing Foundation*

**Lucia Mitre**, *Service Coordinator, Hope through Housing Foundation*

This one-hour panel brings together representatives from various agencies to explore housing challenges across generations. Panelists will discuss how their programs support individuals and families experiencing homelessness, highlight gaps and opportunities in housing services, and share how intergenerational collaboration can strengthen community responses to housing insecurity.

## Workshops C & O

### Animal Support Panel

**Facilitator:** Kelley Hart – *Supervising Social Service Practitioner, Department of Aging and Adult Services - Public Guardian, San Bernardino County*

**Robert Wallace**, *Secretary of Board of Directors, Inland Empire Therapy Dogs (IETD), Inc.*

**Teri Wallace**, *Board of Directors, IETD, Inc.*

**Brandi Schlater**, *Founder, Lighthouse Canine Learning Center*

**Jennifer Love**, *Community Program Manager, Inland Valley Humane Society & The Society for Prevention of Cruelty to Animals*

This one-hour panel will explore the essential role of service and support animals in the lives of older adults and individuals with disabilities. Panelists will discuss the human-animal bond, the benefits of assistance animals for physical and emotional well-being, and the importance of protecting access to these supports. The conversation will emphasize how animal support services foster independence, dignity, and connection across generations.

## Workshops D & U

### Fentanyl Awareness/Narcan Training

**Alexander Cordova**, *Behavioral Health Education Consultant, Department of Behavioral Health (DBH) - Substance Use Disorder and Recovery Services (SUDRS), San Bernardino County*

**Gustavo Cisneros**, *Program Manager, DBH - SUDRS, San Bernardino County*

**Bobby Booker**, *Drug and Alcohol Counselor, DBH - SUDRS, San Bernardino County*

This workshop is an exploration of fentanyl awareness, Narcan training, prevention, and the countywide campaign that DBH launched with the message "Fentanyl Doesn't Care. But We Do." This information is meant to be informative.

By the end of this presentation, participants will be able to:

- Describe changes in current drug trends in the United States and San Bernardino County

- Identify fentanyl dangers and facts
- Know how to administer Narcan and prevent death from overdose
- Know what fentanyl test strips are and how to utilize them
- Know what Detera drug disposal bags are and how to utilize them

## Workshops E & J

### Cal State Research on Cognitive Impairment Funded by the National Institutes of Health (NIH)

**Dr. Eric Vogelsang, Professor and Director, California State University, San Bernardino (CSUSB), Center of Aging**  
**Dr. Jacob Jones, Professor, CSUSB**

Dr. Eric Vogelsang will discuss his latest research linking social participation to cognitive decline among older adults. Attendees will learn about the limitations of current research and how his grant aims to address these limitations. Attendees will learn how “not all social activities are created equal” and how some activities may be more impactful when it comes to cognitive well-being. Attendees will also learn how social participation changes across mid-life and older ages.

Dr. Jacob Jones will discuss various topics on cognitive impairment among individuals with Parkinson’s disease, such as neuropsychological methods for classifying stages of cognitive impairment and the potential role of the microbiome.

## Workshops F & L

### Compassion and Care: Interpersonal Skills That Promote Wellness and Connection

**Dr. Wenli Jen, Chief Executive Officer, Integral Prudence Solutions**

This workshop discusses what it means to be a compassionate and caring professional. How can one develop interpersonal skills that promote wellness among the aging population? What are ways to create meaningful connections through thoughtful communication that support mental and physical health? How can we train our next generation of professionals to become compassionate and caring professionals?

## Workshop G

### Strengthening Veteran Well-Being Through Connection and Community

**Demarius Carmichael, Deputy Director, Department of Veterans Affairs (VA), San Bernardino County**

Learn how the San Bernardino County VA supports veterans through benefits assistance, healthcare access, housing resources, education and vocational rehabilitation, dependency and indemnity compensation. This workshop highlights the power of social connections and community engagement with our local veterans and their families.



# Workshops I & P

## Legal Panel

**Facilitator:** Crystal Horton – *Supervising Social Service Practitioner, Department of Aging and Adult Services - Public Guardian, San Bernardino County*

**Warren Snider, Staff Attorney IV, Inland County Legal Services**

**Gregory Armstrong, Deputy Director, Legal Aid Society of San Bernardino**

**Christina Teixeira, Attorney, California Civil Rights Department**

This one-hour panel will bring together legal professionals to discuss critical issues affecting individuals and families across generations. Topics will include legal aid access, civil rights, housing law, and support for vulnerable populations. Panelists will explore how legal services can foster equity, protect rights, and strengthen intergenerational connections within communities.

## Workshop K

### Building Bridges Between Generational Gaps

**Lisa Soriano, Licensed Clinical Social Worker and Owner, Anchored & Armored Therapeutic Services**

This workshop will help multiple generations explore their own perspectives while gaining awareness of the perspective of other generations. Using family systems theory, participants will learn the importance of how family systems adjust roles to bridge the gap between generations.

## Workshop M

### Financial Fitness for Seniors

**Victor Ochoa, Homebuyer Development Specialist, Neighborhood Partnership Housing Services**

Financial fitness for seniors helps older adults gain an understanding of financial literacy, recognize the risk factors for exploitation, and learn to make more informed financial judgments. The path to economic security begins with basic money management, proper budgeting, avoiding scams, navigating the internet, and applying for benefits that can help seniors stay secure and independent longer.

## Workshop N

### Medi-Cal Basics and Beyond

**Lisa Ramsey, Chief Executive Officer, Owner and Founder, Medi-Cal Consulting Services**

The Medi-Cal Basics workshop provides an overview of California's Medicaid program, covering eligibility, benefits, application processes, and recent policy updates. Participants will learn about income requirements, managed care plans, and services covered, including medical, dental, and mental health care. The session includes guidance on enrollment, renewal, and navigating common challenges. Ideal for individuals, caregivers, and service providers, the workshop offers practical insights and resources to maximize Medi-Cal benefits. A question and answer session ensures attendees leave with clear, actionable knowledge.

## Workshop Q

### Understanding Alzheimer's and Dementia

**Dr. Lucas Restrepo**, *Professor of Neurology and Co-Director, Alzheimer's Program, Loma Linda University Medical Center*

**Judith Martinez**, *Health Systems Director, Alzheimer's Association*

Attendees will learn about detection, causes, risk factors, stages and treatment of Alzheimer's disease. Attendees will also learn about dementia navigation resources available in the community.

## Workshop R

### Bridging Gaps: Promoting Inclusive Engagement Between Law Enforcement and Special Needs Students

**Greg Jones**, *Deputy Sheriff Community Liaison, San Bernardino County Sheriff's Department*

Attendees will learn about the nationwide adopted Blue Envelope Program, which is designed to serve as a communication tool between law enforcement and community members during an interaction. This initiative promotes inclusivity by providing a recognizable blue envelope that contains an individual's identification, contact information, and vehicle documents. When the blue envelope is presented during interactions, it alerts law enforcement to the need for additional accommodation. The program also fosters trust and understanding which ensures safer and more effective interactions.

## \*Workshops S & W

CE Credit Eligible

### Anatomy of a Scam

**Karen Rossi**, *Senior Financial Fraud Specialist, Council on Aging Southern California*

Karen Rossi has been with the Council on Aging Southern California for 10 years. She specializes in elder financial abuse, scams and fraud. She is also the community liaison for scam and fraud education. Karen is a member of the Financial Abuse Specialist Team (FAST) in Orange County which is a Multidisciplinary Team of professionals who work in the senior demographic as well as the newly formed Adult Protective Services Multidisciplinary Team which reviews difficult fraud/scam cases. She is a graduate of the Federal Bureau of Investigation (FBI) Citizens Academy Class of 2022 and partners with the FBI in community education. Karen recently taught two classes for the University of California, Irvine (UCI) Osher Lifelong Learning Institute (OLLI) program which is UCI's older adult continuing education program.

"Anatomy of a Scam" was designed to educate about the common elements and the red flags of scams and the growing issue of cybercrime targeting older and dependent adults. We will introduce the four elements present in all scams, the many impairments and circumstances that make older and dependent adults targets of abuse and exploitation, discuss what attendees can do to empower clients and participants to protect themselves from abuse and exploitation and assist them in recovery from abuse and exploitation. We will also highlight the growing incidence of cybercrime targeting older adults for financial abuse.

**Educational Goals:** The participants will recognize the elements present in all scams and identify potential scams and financial exploitation affecting clients/participants/family and friends of clients/participants.

**Learning Objectives:** By the end of this one-hour course, participants will be able to:

- Identify the four common elements of all scams
- Identify at least three vulnerabilities affecting older and dependent adults, making them more susceptible to abuse and/or exploitation
- Identify the behavioral indicators of potential abuse and/or exploitation

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## Workshop T

### Intergenerational Communication: We Work Together but We Are Not the Same

**Elizabeth Natali, Clinical Therapist I, Department of Aging and Adult Services - Public Guardian, San Bernardino County**

This workshop explores how cultural and technological differences shape each generation—from Boomers and Gen X to Millennials, Gen Z, and the emerging Beta Generation. How does growing up with smartphones differ from relying on printed encyclopedias? How do these experiences shape communication, work styles, and relationships? Through interactive discussions, we'll examine generational perspectives and strategies for bridging these gaps in both personal and professional settings.

## Workshop X

### Fostering Connections: An Intergenerational Approach to Aging

**Dr. Krystle Rowe, Deputy Director, Department of Aging and Adult Services - Public Guardian (DAAS-PG), San Bernardino County**

**Lizeth Lopez-Avila, District Manager, DAAS-PG, San Bernardino County**

**Keith Stroup, Commissioner, San Bernardino County Senior Affairs Commission**

The San Bernardino County DAAS-PG won two 2024 National Association of Counties Human Services Achievement Awards for its intergenerational programs. Through 184 events engaging 9,000+ participants, these initiatives have reduced ageism and social isolation. This workshop will offer:

- Practical strategies for developing intergenerational programs
- Best practices and success stories
- A question and answer session with program leaders

## Workshop Y

### Keeping Seniors Healthy and Vibrant

**Dana Lewis, Outreach Specialist, InnovAge Program of All-Inclusive Care for the Elderly (PACE)**

**Denise Sanchez, Outreach Specialist, PACE**

This workshop will describe how InnovAge's services keep older adults healthy and vibrant. Attendees will learn what resources are available for adults 55+ in InnovAge's service area. Attendees will be provided with Medi-Cal updates that can help provide extra support to the older adult population. Lastly, questions will be answered on how InnovAge can help older adults age safely in place throughout the community.

## Workshop Z

### Protective Orders to Prevent Elder or Dependent Abuse

**Jacqueline Carey-Wilson**, *Deputy County Counsel, Office of County Counsel, San Bernardino County*

The learning objectives of this workshop will be to understand:

- Elder abuse and the legal tools available to protect the elder or dependent adult
- Who is eligible to file a petition to obtain an Elder Abuse Restraining Order (EARO)
- What remedies are available by filing an EARO

## Workshop Aa

### Medicare Wants to Keep You Healthy! And NOT Be Scammed...

**Ben Winker**, *Community Outreach and Engagement Specialist, California Health Advocates/Senior Medicare Patrol*

In this workshop, attendees will:

- Learn preventive benefits and ways to reduce Medicare costs
- Be shown examples of scams and learn about current fraud
- Learn ways to protect, detect and report them

## Workshop Bb

### Role of Nursing Facility Diversion Programs in Housing Due to Increased Assisted Living Waiver (ALW) Timelines

**George Gonzalez**, *Community Liaison/Lead Engagement Specialist, All Hours Adult Care (AHAC)*

This workshop provides an in-depth look at the home and community-based waiver programs, highlighting their role in helping individuals transition from healthcare facilities to independent, community-based living in light of the increased waitlist times to enter the ALW program. Participants will explore essential services such as housing navigation, care coordination, home modifications, and assistive device provisions. Additionally, the workshop will examine how to support individuals in maintaining stability while awaiting waiver approvals under the California Advancing and Innovating Medi-Cal initiative. Attendees will gain insight into eligibility criteria, referral processes, and the impact of reducing institutionalization and promoting independence.





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*Thank you for registering!*



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