



**SAN BERNARDINO COUNTY
DEPARTMENT OF AGING AND ADULT SERVICES**

**27TH ANNUAL WEST VALLEY ADULT PROTECTIVE SERVICES
MULTI- DISCIPLINARY TEAM CONFERENCE**

MAY 19, 2014

“HEALTH AND SAFETY MATTERS”

AGENDA

- 7:30 – 8:30 am **REGISTRATION**
- 8:30 – 9:15 am **OPENING SESSION**
- WELCOME Ron Buttram, Director**
- KEYNOTE SPEAKER Lora Connelly, Director**
 California Department of Aging
- 9:15 – 9:30 am **BREAK**
- 9:30 – 10:30 am **WORKSHOPS: A (HALF DAY), C (ALL DAY), D, E, F, G, T**
- 10: 30 – 10:45 am **BREAK**
- 10:45 – 11:45 am **WORKSHOPS: A (HALF DAY), C (ALL DAY), H, I, J, K, U**
- 12:00 – 1:00 pm **LUNCH**
- 1:00 – 1:15 pm **ENTERTAINMENT/PRESENTATION**
- 1:15 – 2:15 pm **WORKSHOPS: B (HALF DAY), C (ALL DAY), L, M, N**
- 2:15 – 2:30 pm **BREAK**
- 2:30 – 3:30 pm **WORKSHOPS: B (HALF DAY), C (ALL DAY), P, Q, R, S**
- 3:30 – 3:45 pm **BREAK**
- 3:45 – 4:15 pm **CLOSING SPEAKER APS/MDT Members and**
 Brenda Premo, Director
 Harris Family Center for Disability and Health Policy
- 4:15pm **RAFFLE**

**Goldy S. Lewis Community Center
11200 Base Line Road, Rancho Cucamonga, CA 91730
(909) 477-2782**

(This conference offers courses that meet the qualifications for up to 4 (four) hours of continuing education credit for MFTs, LPCCs, LEPs, and/or LCSWs as required by the California Board of Behavioral Sciences. Performance, Education & Resource Centers is the CEU provider, PCE 2195. There is no charge for CEUs.)

KEYNOTE SPEAKER

“Safe Today, Healthy Tomorrow: What’s New in Research and Practice”

On April 3, 2012, Governor Jerry Brown appointed **Lora Connolly** as Director of the California Department of Aging (CDA). In this role, she advises the Governor and the Secretary of the Health and Human Services Agency on aging and long term services and support issues and leads the Department in providing services to older adults, adults with disabilities, and family caregivers throughout the state.

CDA administers programs funded through the federal Older Americans Act and the state Older Californians Act. This array of federal and state programs and services includes information and assistance, community-based supportive services, congregate and home-delivered meals, community service employment, advocacy and protection, health insurance counseling, and Long-Term Care Ombudsman services.

The Department also has program oversight for approximately 246 Community Based Adult Service (CBAS) Centers and administers the Multipurpose Senior Services Program, a Medi-Cal waiver serving over 9,000 nursing home eligible older adults throughout the state.

Lora served as the Department’s Chief Deputy Director from 2002-2012 and at various points as the Acting Director. Previously, she served as an Assistant Secretary at the California Health and Human Services Agency and in several positions within the California Department of Health Services (DHS), including Chief of the Office of Long Term Care. From 1989 to 1993, Lora was a consultant on aging and long-term care policy issues at the Assembly Office of Research. Lora holds a Master’s of

Science in Gerontology with an emphasis in public policy and administration from the University of Southern California (USC).

**WORKSHOP A
(HALF DAY)**

9:30 am -11:45 am
or

**WORKSHOP B
(HALF DAY)**

1:15 pm – 3:30pm

***Recognizing Signs and Symptoms of Abuse:
Indicators among Elders and Dependent Adults***

(This course meets the qualifications for (2) two hours of continuing education credit for MFTs, LPCCs, LEPs, and/or LCSWs as required by the California Board of Behavioral Sciences. Performance, Education, & Resource Centers is the CEU provider, PCE 2195. There is no charge for CEUs.)

This course provides an overview of abuse types and the signs and symptoms that may indicate abuse among the elderly and dependent adult population. The objectives of this course are to discuss the prevalence of abuse; highlight “red flag” visual and behavioral symptoms of abuse; identify elder abuse screening tools; identify characteristics of abuse victims and perpetrator profiles; and overview mandated reporter responsibilities.

Presenter:

*Choice, Independence
Quality of Life*

LaTanya Baylis, MSW, earned her Masters of Social Work from California State University Long Beach in 1996, and has worked in the social services field for nearly 20 years. She is a Training and Development Specialist for the County of San Bernardino with extensive knowledge in the field of aging and families. LaTanya serves as an integrative skills development trainer for the Department of Aging and Adult Services (DAAS), and provides trainings to DAAS staff at all levels. She trains on a myriad of subjects pertaining to DAAS programs, such as Adult Protective Services and In-Home Supportive Services. She is actively involved with various organizations and committees that focus on issues relevant to Adult Protective Services. She specializes in training assessments, curriculum development, facilitation, monitoring, and training evaluation via the Performance, Education and Resource Centers

(PERC) of San Bernardino County. LaTanya integrates her social service experience with her abilities to deliver trainings that are engaging and foster professional growth.

**WORKSHOP C
(ALL DAY)**

8:30 am – 3:30 pm

Reaching Within: The Professional's Journey into the World of Ethics and Values

(This course meets the qualifications for (4) four hours of continuing education credit for MFTs, LPCCs, LEPs, and/or LCSWs as required by the California Board of Behavioral Sciences. Performance, Education, & Resource Centers is the CEU provider, PCE 2195. There is no charge for CEUs.)

In this fast paced, highly interactive workshop, award winning trainer and presenter Nyla McCarthy will guide participants through an exploration of both personal and profession meanings of ethics and values as they apply to living a highly ethical APS service life. This course will journey through developmental, cultural, class, media influenced, and politically colored beliefs, examining personal decision making frameworks, considering the three Foundational Ethical Questions for professionals and exploring the NAPSA Code of Ethics and APS Principles. Finally, Nyla will present a model framework for ethical decision making which participants will apply to real life ethical case dilemmas.

Presenter:

As a psychiatric survivor, victim of a traumatic head injury and the student of an unforgettable special education class, **Nyla McCarthy** brings firsthand experience and a unique insight into the worlds of professional development, social equity and disability advocacy. Working against low expectations, Nyla recovered and after re-learning how to walk and talk, has become an international human rights advocate and national leader in the disabilities abuse prevention community. She created and served for 13 years as the Director of the Training and Prevention Unit of the Oregon DHS Office of Adult Abuse Prevention and Investigation. She is the founding Chair and Chair Emeritus of the Portland Commission on

Disabilities and is past Chair of the Salem Human Rights Commission. Nyla currently serves as Advisor to the Spectrum National Disabilities Institute. She created Catalysts for Change Institute for Ethical Leadership more than 20 years ago to assist organizations, communities and individuals in facilitating pro-active social change. She works daily in support of those who are usually not given a voice so that they will have the chance to learn how to find one then use it effectively.

WORKSHOP D
9:30 am

H.O.P.E Homeless Outreach and Proactive Enforcement

This course is designed to assist today's law enforcement and social service organizations with the growing issue of homelessness in our society. The course demonstrates how several agencies across the nation have developed "Homeless Outreach Teams" Dealing with Homeless, crimes associated with homelessness, and partnerships throughout the county.

Presenters:

Deputy Sheriff Michael Jones attended the San Bernardino County's Sheriff Department Basic Academy in July of 2006. He was assigned as a Deputy Sheriff to Central Detention Center in January 2007. In February 2008, he was assigned to Classification Deputy overseeing and screening incoming inmates at CDC (Central Detention Center). Jones was certified as a gang expert and has testified in several gang associated trials. In March 2012, he was reassigned to Central Station, after completing field training; he worked patrol in the Loma Linda area. In February 2013, he was tasked with researching a better way for the department to handle quality of life crimes. Based on his research, Deputy Jones worked with agencies around America to help form a program that fit San Bernardino County. Working with Sheriff McMahon and the Office of the Sheriff, a pilot program was implemented in July 2013. The initial program teamed the Sheriff's Department with the Department of Behavioral Health staff to

better assist the homeless population, whom mostly has mental health issues. In January 2014, Deputy Jones was reassigned to the H.O.P.E. (Homeless Outreach and Proactive Enforcement) team to implement the program county-wide. Deputy Jones is currently part of a committee to work on a county- wide approach to assist homeless with the Interagency Council of Homeless.

Deputy Sheriff Branden Davault attended the San Bernardino County's Sheriff Department Basic Academy in March of 2008. He was assigned to Glen Helen Rehabilitation Center, overseeing sentenced work release inmates on and off department grounds. In August 2009, Davault was reassigned to the Central Sheriff's patrol station where he completed a field training program. Deputy Davault was assigned to patrol the unincorporated areas of San Bernardino City. Later he was assigned to the Central Sheriff's Stations Gang Team. In February 2013, Davault was tasked with researching a better way for the Sheriff's Department to deal with the quality of life crimes. Base on his research, Deputy Davault worked with agencies around America to help form a program that fit San Bernardino County. Working with Sheriff McMahon and the Office of the Sheriff, a pilot program was implemented in July 2013. The initial program teamed the Sheriff's Department with the Department of Behavioral Health staff to better assist the homeless population, whom mostly has mental health issues. In January 2014, Davault was reassigned to the H.O.P.E. (Homeless Outreach and Proactive Enforcement) team to implement the program county-wide. Deputy Davault is currently part of a committee that works a county-wide approach to assist homeless with the Interagency Council of Homeless.

WORKSHOP E
9:30 am

Preventing Falls: Mobility/Balance Awareness

This course will discuss the effective techniques of balance and mobility. It will also address why and how falls occur. There are risk factors

associated with the aging process that contribute to falls. This course focuses on ways to help address risk factors and how to make proper adjustments. It will identify unsafe practices that include risks of falling and loss of mobility. It also will identify the environment where falls are more likely to occur.

Presenter:

Danielle Johansen is a Resident Service Coordinator with Episcopal Senior Communities. She is a certified FallProof Balance and Mobility Specialist Instructor. Since 20011, Danielle has implemented a fall prevention program to what is known as Mobility Balance Awareness (MBA) program at several affordable housing sites for community-dwelling older adults throughout Los Angeles County. Danielle has presented the MBA program at national aging conferences such as the American Society on Aging and Leading Age of California.

Danielle is currently earning her M. S. in Gerontology at California State University, Fullerton. She earned her certification of FallProof Balance and Mobility at the Center for Successful Aging at Cal State Fullerton. Her current research efforts have focused on understanding the barriers and attitudes towards fall prevention among Hispanic older adults to improving their knowledge through a fall risk screening and educational intervention, in addition to understanding the health events and falls in older adults. Danielle is interested in applying Kinesiology and Gerontology to further the field of fall prevention.

In the last 7 years, Danielle has served as a member of East San Gabriel Valley Multi-Disciplinary Team. Currently, Danielle serves as Co-Chair for the Fall Risk Screening Committee as an active member of the Los Angeles Fall Prevention Coalition with the Fall Prevention Center of Excellence. Danielle is committed to providing quality service to help meet the needs of older adults throughout Los Angeles County through

efforts of advocacy, health education and health promotion by bringing awareness on fall prevention efforts and resources; health and wellness age related issues including public policy to help sustain the quality of life among older adults.

Danielle was recognized and awarded the Critical Signal Innovative award for Innovation in Service Coordination in recognition of the MBA program at the American Association of Service Coordinators.

WORKSHOP F
9:30 am

Overview of the Coordinated Care Initiative

This course on the Coordinated Care Initiative (CCI) aims to educate individuals about new health plan programs available to Medi-Cal and dually eligible Medi-Cal/Medicare recipients beginning May of 2014. The course will cover the populations which will be impacted by the CCI, the programs which will be available to beneficiaries, how notices and enrollment will work, and what resources are available to beneficiaries, caregivers, and providers. It will be presented by, Harbage Consulting, the primary contracting firm for the Department of Health Care Services for this Initiative.

Presenter:

Emma Daugherty works for Harbage Consulting on outreach and communications for California's Coordinated Care Initiative. Previously, Emma worked in the Public Affairs Office in the White House Office of National Drug Control Policy where she worked on issues such as prescription drug abuse, drugged driving, and treatment and prevention strategies. Prior to this, Emma worked with Oregon Medical Group and provided technical support to their physicians and staff. In addition, Emma was a part of the administrative support team for Pacific Hearing Service, an audiology clinic in San Mateo and Santa Clara County.

A graduate from the University of California Santa Barbara (UCSB), Emma has published work on topics ranging from the feasibility of ecotourism to the politics of health-oriented legislation. Emma graduated from UCSB with a Bachelor of Arts in Cultural Anthropology.

WORKSHOP G
9:30 am

Senior Citizen DMV Outreach and Call to Action

This course will address specific concerns about senior drivers and provide DMV resources. It will also discuss the DMV's outreach and seminar program; providing the vital information necessary to represent the interest of public safety in California, while specifically addressing the concerns of senior drivers.

Presenter:

Ismael Anda has a Bachelor's of Science Degree in Business Management, from Woodbury University. He started his career with the Department of Motor Vehicles 25 years ago as a Motor Vehicle Field Representative. He then promoted to a Manager I within a local DMV field office, and then to the Driver Safety Division, as a Driver Safety Officer. This is where he conducted Administrative Law Proceedings regarding DUI's, physical and/or mental operators of a motor vehicle, negligent operators, traffic collisions resulting in a fatalities, fraud, financial responsibility, and special certificate proceedings.

Currently, he is the Senior Driver Ombudsman for the Orange Region which covers the following areas: *Central Valley Counties (Fresno, Kern, Kings, Madera, Merced, and Tulare); Inland Empire Counties (Riverside, San Bernardino); Southern Counties (Imperial, Orange, and San Diego).*

WORKSHOP H
10:45am

Get and Keep the Hitch Outta Your Git-A-Long

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Sciences, Performance, Education, & Resource Centers is the CEU provider, PCE 2195. There is no charge for CEUs.)

This course provides a working definition of stress, and explores possible causes, sources, types, and signs of stress. Both acute and chronic stress can have a negative effect on one's emotional, physical, and mental health. It also offers a prescription for handling stress more effectively.

Presenter:

Eugenia Turner holds a Masters in Social Work from California State University in San Bernardino. For more than 20 years, Eugenia has served in various professional capacities. She has taught at levels ranging from primary education to college. She has developed and implemented materials, for use in public sector organizations, anger management, parent education, and student assistant programs for youth and adults.

Eugenia has served as a counselor and life skills trainer for both adolescents and adults. She has worked with at-risk and high risk youth and adults in both incarcerated and emancipated populations. She has provided consultation services for both private and public sector organizations. Employed by the County of San Bernardino as a Training and Development Specialist for the Performance Education & Resource Centers (PERC) Eugenia serves as a workshop developer, facilitator, and Administrative Team Leader for the county's premier succession planning program—the Management Leadership Academy. Eugenia specializes in research and curriculum development, organizational assessment and development, performance development, and succession planning.

For over 15 years, she has served as an adjunct faculty member for San Bernardino Community College District.

WORKSHOP I

10:45 am

Public Guardian, LPS, and the Probate, Conservatorship Process

(This course meets the qualifications for 1 (one) hour of continuing education credit for MFTs, LPCCs, LEPs, and/or LCSWs as required by the California Board of Behavioral Sciences. Performance, Education, & Resource Centers is the CEU provider, PCE 2195. There is no charge for CEUs.)

This course will include an overview of Probate and Welfare Institution Codes as it relates to probate and mental health conservatorships. It will also provide information on the duties and responsibilities of the San Bernardino County Public Guardian. The objective is to increase awareness of appropriate referrals to the San Bernardino County Public Guardian and expand knowledge of legal options to make decisions for individuals who are unable to make informed decisions on their own behalf.

Presenters:

Jacqueline Carey-Wilson is a Deputy County Counsel for the County of San Bernardino and represents the Public Guardian, the Department of Aging and Adult Services (DAAS), which includes Adult Protective Services, In Home Supportive Services, and the Long Term Care Ombudsman. Jackie represents these agencies whenever records are requested by law enforcement or subpoenaed for court in civil and criminal actions. She also provides legal consultation on issues that affect DAAS and assisted in the development of training DAAS employees on case documentation that can withstand legal scrutiny. She also assisted with developing the Recognizing Signs and Symptoms of Abuse among Elders, Dependent Adults, and Children Training. With regards to representation of the Public Guardian, Jackie represents the agency on probate and mental health conservatorship cases. In addition, Jackie participates in the Public Guardian and the Adult Protective Services/District Attorney Multi Disciplinary Teams.

In the legal community, Jackie is the President of the Riverside County Bar Association, editor of the *Riverside Lawyer*, a Director of Inland Counties Legal Services, former President of the Federal Bar Association, and former President and current Advisor of Community Connect, which is a nonprofit agency that provides services to seniors, youth, court-referred clients, welfare-to-work clients, and individuals in crisis.

Glenda Jackson is the Chief Deputy Public Guardian for the San Bernardino County's Department of Aging and Adult Services/Office of Public Guardian. Glenda has over 28 years of social services experience. Glenda is currently on the Board of Director for California Association Public Administrators, Public Guardians and Public Conservators.

Alfredo Perez is currently a Public Guardian Investigator with the Department of Aging and Adult Services, Office of Public Guardian. Alfredo has a Bachelor of Arts Degree in Criminal Justice from California State University at San Bernardino. He also earned a Certificate on Aging from Boston University. As A Public Guardian Investigator, Alfredo is responsible for conducting investigations and on-site inspections. Based on his assessments, he will recommend and/or initiate legal actions. He works closely with law enforcement and the court system in meeting legal mandates for providing protection services. Along with these duties, Alfredo carries out further tasks such as determining abuse and evidence to support the need for court intervention, conducts probate investigations including interviewing adult children, clients and collateral contacts. Consulting and negotiating with attorneys and involved family members are often necessary. On a monthly basis, he attends and present complicated cases at multidisciplinary team meetings.

WORKSHOP J
10:45 am

Don't Become a Victim of Medicare Fraud

The California Health Advocates –Senior Medicare Patrol program involves helping seniors resolve issues around Medicare and Medi-Cal.

We refer potential Medicare fraud cases to the Medicare fraud investigators, and perform outreach work throughout the State of California. Our outreach work aims to educate seniors on how to protect themselves from falling victim to Medicare fraud, the importance of checking their Medicare Summary Notices, and most importantly, how to protect, detect, and report potential Medicare fraud. If you would like to learn more about our organization, please visit us at <http://www.cahealthadvocates.org/>.

Presenter:

Sandy Diaz works with California Health Advocates-Senior Medicare Patrol program on empowering seniors, their family members, and caregivers to prevent healthcare fraud.

WORKSHOP K
10:45 am

Elder Abuse MDT's & How They Can Help You & Your Elderly Clients

This course will address how Multi-Disciplinary Teams attribute to the elder abuse criminal and non-criminal investigative process. By bringing together care and service providers from various agencies and groups, cases can be discussed to provide new insights, improve services, and prevent or curtail emotional, financial, sexual, and physical abuse of elders and persons with disabilities.

Presenters:

Colleen Owens, SB County Probate Court, Court Conservatorship Investigator

Debra Martinez, Inland Regional Center, Consumer Services Coordinator

Kathy Roney, Risk Manager, Arrowhead Credit Union

Tristan Svare is a Deputy District Attorney from the Elder & Dependent Adult Abuse Prosecution section of the Family Violence Unit in the San Bernardino County District Attorney's Office in California.

Tristan joined the San Bernardino County District Attorney's Office in 1996. He began working in the High Desert area, prosecuting all manner of misdemeanor and felony cases before specializing in domestic violence, sexual assault and child abuse cases. For the past ten years or more he has prosecuted cases of elder and dependent adult abuse - including assault, theft, abuse, neglect, sexual assault, embezzlement, and murder. In October 2005, Tristan became a Lead Deputy District Attorney for the Office's Family Violence Unit, where he coordinated the efforts of a team of child abuse, sexual assault, domestic violence and elder abuse prosecutors. He continues as a senior Deputy District Attorney, addressing prosecution of elder abuse and abuse of persons with disabilities, while also addressing policy and training issues in this area.

In June of 2013, Tristan Svare was promoted to Supervising Deputy District Attorney, where he now oversees the Office's Specialized Prosecutions Units.

Tristan is an expert in elder abuse prosecutions, presenting trainings to state and local prosecutors, police and sheriff's departments, medical, financial, and social services providers and agencies across California, and across the nation.

Mary Avitia-Torres, MSW has been a Social Services Practitioner with Adult Protective Services for the Department of Aging and Adult Services since 2011. She began her career with the County of San Bernardino on April 1, 1996. Throughout her career she has worked in various Human Services fields including Department of Behavioral Health, Transitional Assistance Department, and Children and Family Services. She found her passion working with the elderly and disabled adult population. Mary has

been with Aging and Adult Services since May 2003 and has held various positions within the department including Social Worker II and Supervising Social Worker with the In Home Supportive Services, and Social Service Practitioner with Adult Protective Services.

Mary is an Alumni of Cal State San Bernardino obtaining a Bachelor's of Psychology in 2006 and a Master of Social Work in 2009. Mary also obtained a Certificate of Gerontology in 2012 from Boston University.

WORKSHOP L
1:15 pm

The 25 Documents Everyone Should Have in Place

This workshop will guide you through the list of documents; advanced healthcare directives, POLST - Physician Orders for Life Sustaining Treatment, medical and financial power of attorney and more....and the importance of having them in place for life's unexpected events. Why it's important – 60% of people say that making sure their family is not burdened by tough decisions is extremely important and 56% have NOT communicated their end-of-life wishes. One conversation can make all the difference and bring peace of mind to you and your family. Each attendee will receive a copy of the nationally acclaimed *The Conversation Project* starter kit.

Presenter:

Patty Meinhardt has been in healthcare management for 35 years with an educational focus on Healthcare Administration. Currently she is the Director of Healthcare Partnerships for VNA of Southern California for the past eight years with experience in Business Development and Managed Care Contracting. She coordinated the National Healthcare Decisions Day events for 2014 featuring The Conversation Project throughout Los Angeles, San Bernardino and Riverside Counties.

WORKSHOP M
1:15 pm

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Presenter:

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WORKSHOP P
2:30 pm

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For over 15 years, she has served as an adjunct faculty member for San Bernardino Community College District.

WORKSHOP Q
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Senior Citizen DMV Outreach and Call to Action

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Currently, he is the Senior Driver Ombudsman for the Orange Region which covers the following areas: *Central Valley Counties (Fresno, Kern, Kings, Madera, Merced, and Tulare); Inland Empire Counties (Riverside, San Bernardino); Southern Counties (Imperial, Orange, and San Diego).*

WORKSHOP R
2:30pm

VA Services for Homeless Veterans

(This course meets the qualifications for 1 (one) hour of continuing education credit for MFTs, LPCCs, LEPs, and/or LCSWs as required by the California Board of Behavioral Sciences. Performance, Education, & Resource Centers is the CEU provider, PCE 2195. There is no charge for CEUs.)

This course will review prevalent rates and statistics of homelessness. The presenter will provide an overview of homeless services offered at the VA Loma Linda from housing to healthcare. Community partnerships and efforts to end homelessness will also be highlighted. Lastly, this course provides information on how to connect homeless Veterans with the VA.

Presenter:

Chariss Filart-Guzman is a Licensed Clinical Social Worker who earned her Masters of Social Work from the University of Southern California in 2006. Chariss has been working with Veterans for the past 8 years providing various mental health therapies most notably PTSD. She is currently working with the Veteran's Health Administration where she specializes in assisting chronically homeless Veterans find stability through applying the housing first approach.

WORKSHOP S
2:30 pm

The 25 Documents Everyone Should Have in Place

This workshop will guide you through the list of documents; advanced healthcare directives, POLST - Physician Orders for Life Sustaining Treatment, medical and financial power of attorney and more....and the

importance of having them in place for life's unexpected events. Why it's important – 60% of people say that making sure their family is not burdened by tough decisions is extremely important and 56% have NOT communicated their end-of-life wishes. One conversation can make all the difference and bring peace of mind to you and your family. Each attendee will receive a copy of the nationally acclaimed *The Conversation Project* starter kit.

Presenter:

Patty Meinhardt has been in healthcare management for 35 years with an educational focus on Healthcare Administration. Currently she is the Director of Healthcare Partnerships for VNA of Southern California for the past eight years with experience in Business Development and Managed Care Contracting. She coordinated the National Healthcare Decisions Day events for 2014 featuring The Conversation Project throughout Los Angeles, San Bernardino and Riverside Counties.

WORKSHOP T
9:30 am

A Health Care Guide for Seniors and Caretakers

This course will include a review of The California Guide for Seniors produced by the Office of the Patient Advocate. It will answer common health care questions; explain patient's rights and direct people to additional resources. The topics in the guide include: Know your health care choices, You and Your Doctor, Know your benefits, and What to do if you have a problem.

John Torres has been the Manager of the Consumer Assistance and Education Section of the Office of the Patient Advocate for the last fourteen years. This Section is responsible for informing and educating California consumers on how to best navigate the health care system as well as exercise their patient rights and responsibilities.

He previously worked with the California Department of Health Services (DHS) in the Medi-Cal Policy Division. During his last six years at DHS, John served as an Auditor with the Program Review Section where he was responsible for focused reviews and quality control of sample Medi-Cal Case Records throughout Northern California.

WORKSHOP U
10:45 pm

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CLOSING SPEAKERS

“Through Our Eyes” by MDT Members & Brenda Premo

Theresa Bolton began working for San Bernardino County in November 1989, as a Social Service Practitioner for the Department of Children and Family Services. After 10 years working with Child Services, she transferred to the Department of Aging & Adult Services. On July 13, 2004, the San Bernardino Board of Supervisors presented Theresa with a Certificate Of Commendation for suggesting the implementation of a Case Assignment Meeting (CAM) Team in the Department of Aging and Adult Services. This suggestion benefitted both the clients, by increasing service, and the county by reducing operational costs. In January 2014, Theresa was featured in the HSS Connection Quarterly News Letter and was also chosen as the Employee of the Quarter for outstanding work with clients and their families.

Denise Christensen, PhD, LCSW has been employed with West End Family Counseling Services in Ontario since 1995 and has served in many capacities which have included Senior Staff Clinician and Program Coordinator of the Older Adult Community Services Program. Denise has also worked as a school counselor, Mental Health Consultant, Hospice Social Worker, inpatient psychiatric social worker, pediatric intensive care social worker and has worked for a program serving homeless families. In addition to her work at WEFCS, Denise has a private practice in Claremont since 2000 where she provides counseling services to individuals, families and couples. Denise uses her PhD in Holistic Health Sciences from Clayton College of Natural Health to provide holistic and integrated mental health services that examine all areas of a client's life to enhance their emotional, spiritual and physical well-being. She received her Master's of Social Work and BA in Human Services from CSUSB and a Gerontology Certificate from Chaffey College. Denise currently serves

on the Board of Foothill Family Shelter in Upland and the Advisory Board for the West End Adult Protective Services Multidisciplinary Team.

Mary Avitia-Torres, MSW has been a Social Services Practitioner with Adult Protective Services for the Department of Aging and Adult Services since 2011. She began her career with the County of San Bernardino on April 1, 1996. Throughout her career she has worked in various Human Services fields including Department of Behavioral Health, Transitional Assistance Department, and Children and Family Services. She found her passion working with the elderly and disabled adult population. Mary has been with Aging and Adult Services since May 2003 and has held various positions within the department including Social Worker II and Supervising Social Worker with the In Home Supportive Services, and Social Service Practitioner with Adult Protective Services.

Mary is an Alumni of Cal State San Bernardino obtaining a Bachelor's of Psychology in 2006 and a Master of Social Work in 2009. Mary also obtained a Certificate of Gerontology in 2012 from Boston University.

Brenda Premo's life career selected her while attending college. She needed to advocate with other disabled students to receive the services and accommodations they all needed to graduate. Upon graduation, she quickly learned that people with disabilities had challenges with everyday tasks, because of barriers like housing, transportation, employment and healthcare. In 1977, she became the Founding Executive Director of the Dayle McIntosh Center for the Disabled. She worked with the advocates and leaders that created the Independent Living System, now, throughout California. In 1988, she was appointed to the National Council on Disability and was part of the team that developed the language provided for Congress, becoming the Americans with Disabilities Act.

In 1991, she was asked by the Department of Rehabilitation to oversee the growing services through Independent Living Centers, Blind and Deaf Services throughout the State. Governor Pete Wilson appointed her Director of the California Department of Rehabilitation from 1994 to 1999. Brenda has been the Director and Founder of the Harris Family Center for Disability and Health Policy (HFCDHP), Western University of Health Sciences from 1999 to present. The HFCDHP has worked on healthcare access for seniors and persons with disabilities, to bring an expanded understanding of the barriers seniors and people with disabilities experience every day, HFCDHP and Western University has demonstrated that qualified applicants, with disabilities, can become competent caring Doctors, PT's, PA's, Nurses, Pharmacists and Veterinarians.

Brenda Premo has become a national disability and health policy expert, because "If not me, who? If not now, when?" She believes that each of us must be a part of the change we want, or it will never happen.

Choice, Independence
Quality of Life