



SAN BERNARDINO COUNTY
DEPARTMENT OF AGING AND ADULT SERVICES
30TH ANNUAL WEST VALLEY ADULT PROTECTIVE SERVICES
MULTI- DISCIPLINARY TEAM CONFERENCE

MAY 15, 2017

“Back to Basics”

AGENDA

7:30 – 8:30 am	REGISTRATION
8:30 – 9:15 am	OPENING SESSION
	WELCOME
	KEYNOTE SPEAKER: Kevin Prindiville, Executive Director Justice on Aging
9:15 – 9:30 am	BREAK
9:30 – 10:30 am	GENERAL SESSION: Trends in Gerontology, Eric Vogelsang
10:30 – 10:45 am	BREAK
10:45 – 11:45 am	WORKSHOPS: A, B, C, D, E, F
12:00 – 1:00 pm	LUNCH
1:00 – 1:15 pm	SERVICE AWARDS
1:15 – 2:15 pm	WORKSHOPS: G, H, I, J, K, L
2:15 – 2:30 pm	BREAK
2:30 – 3:30 pm	WORKSHOPS: M, N, O, P, Q, R, S
3:30 – 3:45 pm	BREAK
3:45 – 4:15 pm	CLOSING SESSION: Dr. Jennifer Sayles, M.D. Chief Medical Officer Inland Empire Health Plan
4:15pm	RAFFLE

(This conference meets the qualifications for up to 2 (two) hours of continuing education credit for LMFTs, LCSWs, LPCCs, and/or LEPs as required by the California Board of Behavioral Sciences. Performance, Education & Resource Centers is a licensed Continuing Education Provider the CEU provider (PCE #2195). There is no charge for CEUs.)

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

KEYNOTE SPEAKER

***High Stakes for Older Adults in 2017: Understanding
and Fighting Against Federal Threats to the Safety Net***
(No CEUs.)

**Kevin Prindiville, Executive Director
Justice on Aging**

The health care programs upon which older adults rely - Medicare, Medicaid and the Affordable Care Act (ACA) - are under immediate threat in Congress. The consequences of repealing the ACA, capping Medicaid funding or vouchering Medicare are far reaching, and would impact all older adults in our communities, but especially those with low incomes. For older adults, these programs serve as a lifeline that ensures access to critical medical care. Medicaid spending caps in particular would jeopardize the care seniors receive every day by reducing coverage, and ending programs seniors rely on to remain in their homes and communities. This talk will provide a summary of the latest debates about the ACA, Medicaid and Medicare in Washington DC and how emerging policies would impact low-income older adults in California.

Kevin Prindiville is Justice in Aging's Executive Director. He is a nationally recognized expert on Medicare and Medicaid policy and has served as counsel in several class action lawsuits protecting low-income senior's access to public benefits.

Kevin has a long history of developing partnerships and directing strategic advocacy efforts. The author of numerous articles, reports and briefs, he frequently testifies before legislators, presents at national conferences and works closely with both federal and state regulatory agencies. He is also quoted often in national and Californian media. Kevin is on the Board of Directors of the American Society on Aging.

Prior to joining Justice in Aging, Kevin worked as a staff attorney at the Pennsylvania Health Law Project in Philadelphia where he represented low-income individuals having trouble obtaining health care. He is a graduate of the University of Pennsylvania Law School and the University of California, San Diego. Kevin is a member of the State Bar of California.

General Session
9:30-10:30am

Trends in Gerontology
(No CEUs.)

Eric Vogelsang, Director, Center on Aging, California State University of San Bernardino (CSUSB)

This course presents issues facing individuals, families and communities in a rapidly aging world. Social, psychological, physical and economic aspects of lifelong aging are discussed.

Dr. Vogelsang is an Assistant Professor at California State University-San Bernardino (CSUSB); where he serves as the Director of the Center on Aging. His prior work has been published in the Journal of Gerontology: Social Sciences and Journal of Aging and Health. At CSUSB, Dr. Vogelsang primarily teaches classes in social gerontology, medical sociology, and health disparities. He received his Ph.D. at the University of Wisconsin-Madison.

Workshop A
10:45am-11:45am
Workshop G
1:15pm-2:15pm
Workshop M
2:30pm-3:30pm

Advocating for the Prevention of Elder Financial Abuse
(No CEUs.)

Prescott Cole, Senior Staff Attorney, California Advocates for Nursing Home Reform

This course will give an overview of the similarities and differences between criminal and civil financial elder abuse, how California's long-term care system is financed, and a discussion on the implications of unsuitable reverse mortgages, transfer on death deeds, improper estate planning and purchases of unnecessary or unsuitable long term care financial products and services. Changes in cognitive abilities coupled with the fear of outliving resources make seniors prime targets for financial abuse. It is important for APS and others working with senior victims to be familiar with some of the techniques being used by the scam artist who target their clients. This presentation will deconstruct a typical predatory senior sales presentation and analyze what makes them so effective.

Prescott Cole has been a Senior Staff Attorney for California Advocates for Nursing Home Reform (CANHR) for the past twenty years. At CANHR, Mr. Cole counsels consumers and family members about elder abuse and long-term care. He assists in the development and implementation of CANHR's various training programs and provides continuing education to law enforcement agencies, legal services programs, private-bar attorneys, long-term care ombudsman, and consumers. Cole serves on the National Adult Protective Services Association Advisory Board, the TEXCOM Senior Education Advisory

Committee, and the California Legal Services State Bar Coordination Committee. Prescott Cole has written many bills that have become California law. In 2003 he received the Alumnus of the Year award from JFK Law School, in 2010 he received the California Lawyer Magazine Elder Law Attorney of the Year Award, and in 2013 Governor Jerry Brown appointed Cole to the Professional Fiduciaries Advisory Committee.

Workshop B
10:45am-11:45am

Person-Centered Care Model
(No CEUs.)

Kalondrea Davis, MSW, Regional Executive Director, InnovAge

This course will give an overview of how the person center model was developed and who is ideal for this model. It examines the approach a professional should take when working with someone in the person center model. It includes why the involvement of the Interdisciplinary Team and why this approach works best for the person center model vs other team approaches.

Kalondrea Davis has over 15 years in the health care industry focusing on the aging population. She holds both a Bachelor's and Master's degree in Social Work, and is currently moving on to become an LCSW. She started her career as a community base Social Worker in the non-profit sector, becoming an advocate for seniors from poor socioeconomic backgrounds, who were frail, vulnerable, and required psychosocial support. Ms. Davis has worked in various setting helping those in need; from non-profits, long term care, and acute hospital settings. She also stepped in to help a friend and taught her community college course for Intro to Social Work for one year. She has spent the last 10+ years working in the long-term care setting focusing on health care for seniors. Ms. Davis is currently the Regional Executive Director for InnovAge Greater California PACE Center.

Workshop C
10:45-11:45am

Benefits for Adults with Disabilities

Teresa Campbell, BA Social Work, BS Psychology; Public Affairs Specialist, Social Security Administration

(This course meets the qualifications for 1 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.)

•At the conclusion of the course, participants will be able to discuss and explain the five step sequential evaluation process that Social Security employs in making disability determinations

•This course will review the Social Security and Supplemental Security Income appeal process that is available to disability applicants and disabled beneficiaries. At the conclusion of the course, participants will be able to explain the various appeal levels and to assist in the filing of appeals at the reconsideration and hearings levels.

•This course will encompass the various work incentives that the Social Security Act legislates, and the affect that these work incentives have on entitlement and continuing eligibility for Social Security entitlement and benefits. Participants will be able to explain to the disability community how working will affect their continuing eligibility for Social Security and SSI benefits.

Studies show that a 20-year-old worker has a 1-in-4 chance of becoming disabled before reaching full retirement age. This course discusses basic information about Social Security and Supplemental Security Income Disability benefits. The course examines the differences between SSDI and SSI. Additionally, this course will cover the Disability Evaluation under Social Security. It also covers the work incentives and what Social Security is doing to encourage disabled individuals to work.

Teresa Campbell has been with the Social Security Administration for over 25 years, in both technical and supervisory roles. She serves as the Public Affairs Specialist and as the Plan for Achieving Self Support Specialist in the Inland Area. She is the specialist assigned to the Quality Review Work Group and a member of the Representative Payee Review Task Force. Teresa received her Bachelor's Degrees in Social Work and Psychology from King's College in Wilkes-Barre, Pennsylvania.

Workshop D
10:45am-11:45am
Workshop J
1:15pm-2:15pm

Geriatric Cultural Competence
(No CEUs.)

Heather Granger, RN, SPHN, San Bernardino County, Department of Aging & Adult Services

Cultural Competency embraces each individual's cultural beliefs, values, and customs, rather than imposing one standard of behavior and belief upon everyone. As our ethnic populations continue to grow, understanding how to become culturally competent is even more important. Human Service's providers will learn communications and behavioral tools that foster respect, cooperation, and sensitivity amongst geriatric clients.

Heather has been an employee of San Bernardino County since 1999. She is a graduate of Loma Linda University School of Nursing. Heather currently acts as the Supervising Public Health Nurse for the Department of Aging and Adult Services since March of 2009. She previously worked

as a Public Health Nurse for the County of San Bernardino for 10 years in various programs including the Department of Aging, the Transitional Assistance Department, and for Child and Family Health Services. Heather has also previously worked as an Operating Room Registered Nurse for Hoag Hospital in Newport Beach, California.

Workshop E
10:45am-11:45am
Workshop K
1:15pm-2:15pm

Combating Elder Financial Exploitation

(No CEUs.)

John Skoglund III, Senior Manager, Fraud Risk Management, CFCS
Steve Bolz, US Postal Inspector
Debbie Deem, FBI Victim Specialist
Joshua Cogswell, Detective, San Bernardino City Police Department

This Professional/Law Enforcement Panel will highlight various scams targeting the elderly, providing a few financial exploitation case examples (money mules/romance scams/foreign lottery sweepstakes) and highlighting current trends of how victims are duped into sending their money. They will illustrate prevention efforts to help educate consumers, instruct the need for reporting and provide assistance that is available to combat financial exploitation.

John Skoglund III is Senior Manager, Fraud Risk Management (FRM) at Western Union. He is a Certified Financial Crime Specialist. He sits on the National Adult Protective Services Association (NAPSA) Elder Financial Exploitation Advisory Board; National Consumers League LifeSmarts Advisory Board; Call for Action Board; and is a former Advisory Board Member of the Northern Colorado and Wyoming Better Business Bureau Institute for Marketplace Trust.

Previously, he was Director of Consumer Protection for the Colorado 18th Judicial District Attorney's Office. While with the District Attorney's Office, he was a member of the Adult Protection Multi-Disciplinary Teams in all counties within the 18th Judicial District. He is a retired U. S. Postal Inspector. He has a Master's of Science Degree in Economic Crime Management from Utica College and a Bachelor's of Science Degree in Business Administration, with an emphasis in Management, from the University of Northern Colorado.

Joshua Cogswell has been a police officer for the San Bernardino City Police Department for 14 years. During this time, he has worked as a Patrol officer for 6 years. Of those 6 years, he was also assigned as a Field Training Officer for 2 years. He was assigned as a Community Oriented Police Officer assigned to district crimes for 2 years. He worked Undercover Narcotics and Vice for 4 years, Undercover Auto Theft for 2 years, and is currently assigned as a Task Force Officer with the FBI for the past year. While at the FBI, he investigates Business Email Comprise

(BEC) where suspects either spoof or compromise emails deceiving individuals and businesses into sending large amounts of money to fraudulent accounts where the money is stolen.

Debbie Deem is currently a Federal Bureau of Investigation (FBI) Victim Specialist in Los Angeles. She has worked with crime victims at both the federal and local level for over 25 years. Her current position entails working with federal victims of both violent and financial crime under investigation by the FBI. In her work with financial victims, she works extensively with victims of investment fraud, internet fraud, identity theft, and romance scams and other mass marketing crimes and scams, especially those targeting the elderly. She has provided training both nationally and internationally on seniors being targeted for fraud. She is the founder and facilitator of the SCAMS_LA Working Group and Central Coast Senior Scam Working Group.

Steve Bolz has worked for nearly 19 years as a Postal Inspector, and has investigated a wide variety of white collar fraud scams. For the past five years, he has been assigned to the San Bernardino Domicile, where he spends considerable time investigating foreign sweepstakes fraud. This involves intercepting envelopes full of cash that were mailed by elderly scam victims, and then returning this money to the victims or to their families, as well as interviewing the people to whom this money was being mailed. He has also investigated investment scams and work-at-home schemes that defrauded elderly victims, as well as numerous fake check scams.

Workshop F
10:45am-11:45am

Recognizing Undue Influence
(No CEUs.)

Andrew Turk, Deputy District Attorney, San Bernardino County

Undue Influence is an area of Elder Abuse that is not easily recognized or understood. This presentation will outline the civil and criminal law that plies tips for identifying whether abuse is present, advice on what investigation techniques will be most helpful for substantiating a claim or case and real case examples to illustrate the concept.

Andrew Turk grew up in San Diego and attended the University of California at San Diego as an undergraduate. He received his laws degree from the University of San Diego School of Law. Andrew practiced civil law for 2 years before becoming a Deputy District Attorney in Tulare County, California. He has been a Deputy District Attorney for almost 12 years, with almost 10 of those in San Bernardino. Andrew is the Elder and Dependent Adult Abuse prosecutor in the central division of San Bernardino and Chairs the Central Elder Abuse MDT. He has prosecuted everything from murder to robbery to narcotics cases. Andrew teaches and

gives lectured to various civic, community and governmental groups on various elder abuse topics. Last year, he had the opportunity to present two topics at the National District Attorneys Association Symposium on Elder and Dependent Abuse in the Morongo Basin.

Workshop H
1:15pm-2:15pm
Workshop N
2:30pm-3:30pm

Motivational Interviewing: Facilitating Lifestyle Changes
(No CEUs.)

Eyrn Parks, Ph.D., Assistant Clinical Professor
UCR School of Medicine

Everyone working in the Social Service sector has had the experience of a client who seems to resist every suggestion for change. Motivational Interviewing is an evidence-based technique of leading an individual to resolve the main impediment to change - ambivalence. Research with individuals wrestling with addiction has led to a set of principles and techniques that will allow you to align yourself with the client in tackling the conflicting feelings he or she feels before making a full commitment to change. Rather than using suggestions, shaming, or scare tactics, Motivational Interviewing helps the individual engage the real issues preventing change without triggering defensiveness.

Eyrn Parks received his Bachelor's in Psychology and Public Service from University of California Riverside (UCR) in 1993 and his Ph.D. in Counseling Psychology from USC in 2002. He has been a psychologist with Riverside University Health System-Behavioral Health since 2006 and Supervisor of Hemet Clinic since 2012. He has been a trainer with Riverside County since 2007, offering seminars on topics such as Cognitive Behavioral Therapy (CBT); PTSD and Addiction; and Positive Psychology. He is also an Assistant Clinical Professor at the UCR School of Medicine where he teaches CBT to psychiatric residents.

Workshop I
1:15pm-2:15pm

Medicare Fraud Waste and Abuse: Crimes Against Seniors and the Disabled
(No CEUs.)

Micki Nozaki, State Director, Senior Medicare Patrol, California Health Advocates

Medicare loses an estimated \$60 to \$90 BILLION each year due to fraud, waste and abuse. And in many instances, Medicare beneficiaries, seniors and the disabled are the victims. Attendees will learn how they can help clients detect healthcare and financial fraud and how to report it.

Micki is the State Director for the California Senior Medicare Patrol program. Working with staff and volunteer host organizations, she leads the creation and maintenance of a sound program that serves to educate

Medicare beneficiaries, their families, caregivers, professionals and other consumers about Medicare fraud, waste and abuse.

Micki's career spanned over 25 years in the Information Privacy and Protection Industry in multiple industries including aerospace, insurance and healthcare. Micki has authored several publications and edited numerous textbooks covering both the technical and managerial aspects of information protection and privacy. She also testified in front of a Congressional panel about the threats to the national infrastructure from cyber-based viruses.

Workshop L
1:15pm-2:15pm
Workshop S
2:30pm-3:30pm

Ethics and Values, Spirituality and Social Work
(No CEUs.)

Henry Waller, MSW, ACSW, San Bernardino County, Department of Aging & Adult Services

This course will define and focus on the role and impact of Ethics and Values and Spirituality, as well as how these two aspects are addressed in the Social Work Field. From a Bio-Psychosocial stand point this course will explore how Adult Protective Services Core Values is reflected when implementing services to our aged and disabled populations. It is hoped that we can begin to lay the ground work to further expand these ideals in the field of Social Work.

Henry Waller, MSW, ACSW, is a supervising Social Services Practitioner (SSSP) with the Department of Aging & Adult Services, providing for both the Adult Protective Services and In-Home Supportive Services Programs. Henry Waller has over 18 years of experience within this Department; in which he graduated from California State University in 2005 with a Master's Degree in Social Work. Henry's graduating thesis was entitled "Spirituality and Aging." Henry Waller has experience working in the Home Health, Hospice, And Counseling and Therapeutic settings.

Henry Waller has been married for 30 years with 3 children and is a Deacon in his Church. Henry Waller is a former native of New York, where he obtained 13 years of experience in the Social Services field. He has also served 5 years as a Site Director for the Division of Aids Services prior to his move to California.

Workshop O
2:30pm-3:30pm

Chaffey College Gerontology Program – “A Pathway to Career Success”
(No CEUs.)

Sue Yoakum, Gerontology Instructor, Chaffey College

Why study Gerontology?? “More than any single profession, Gerontology provides a specialists overlay to any profession serving our aging population. Many states expect to experience dramatic workforce shortages, in existing as well as emerging professions. In addition to health care, demand will be great for qualified applicants to work in financial and legal services, leisure, travel, hospitality, fitness and wellness, among others.” Linda Wiener, Author 101+Careers in Aging.

An overview of the Gerontology Program at Chaffey College will demonstrate the many educational paths that can enhance professional and personal growth. The study of Gerontology is an exciting and rewarding field of study, providing an opportunity to help improve the lives of our rapidly growing population in their homes and community.

Sue’s career spans nearly 40 years in the Aging field as a City of Montclair Program Administrator, Community Volunteer, and Educator. In addition to currently teaching Gerontology courses at Chaffey College, she is a consultant and case manager on senior issues.

Her leadership includes the creation of the Montclair Community Collaborative, a community based partnership with the Ontario-Montclair School District, City of Montclair, businesses and volunteer organizations. Over the years this Collaborative has been responsible for the development of the Online to College program at Chaffey College, After School programs, and Healthy Montclair.

She earned her Master’s degree from California State University Los Angeles in Psychology and Sociology with an emphasis in Gerontology. She is actively involved in local agencies, organizations and committees that focus on prevention and intervention programs benefiting older adults.

Workshop P
2:30pm-3:30pm

Cultural Engagement for Seniors and Persons with Disabilities
(No CEUs.)

Asya Anderson, PhD, Senior Health Educator, Molina Healthcare of California

An overview of issues of cultural competency among the senior population and disability community. Culturally based health differences become more pronounced as people age. In addition, different cultural communities have differing understanding of aging, disability, and expectations for care giving. This presentation addresses how cultural

issues impact seniors & people with disabilities, cultural considerations in cases of abuse or neglect, cultural considerations of caregivers, and understanding disability culture.

Dr. Anderson is a Senior Health Educator at Molina Healthcare of California. She is trained as an Applied Cultural Anthropologist and works on issues of health equity, cultural competency, and clear communication across diverse populations.

Workshop Q
2:30pm-3:30pm

***Benefits for Adults with Disabilities and Steady as (s)he goes
Maintaining Personal Balance and Home Safety***

Celeste R. Dunlap, MSHS; Adjunct Professor, Chaffey College

(This course meets the qualifications for 1 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.)

- Attendees will be able to name the 3 physical components/systems that impact balance.
- Attendees will be able select a safe assistive device based on a given diagnosis.
- Attendees will be able to list a minimum of 3 home safety modifications. Falls are NOT a normal part of aging. Unfortunately, few individuals know the three components that impact balance. Few understand the concept of center of gravity and many believe that one assistive gait device is appropriate for all. Increasing numbers of seniors want to age in place, therefore intentional home assessment and some simple adaptations/modification may be just what is needed to grant that wish. This presentation will explore the myths surrounding falls and present the facts for maintaining balance and safety in the home.

Celeste R. Dunlap is a Health and Wellness professional with over 30 years of clinical and academic experience. Her special interests include health, fitness and wellness with a special emphasis on senior care. She is a licensed Physical Therapist Assistant of recognized Advanced Proficiency in Geriatric Physical Therapy. She is an Adjunct Professor in the Gerontology Department at Chaffey College. She believes in a holistic approach to care and is a devoted life-long learner. To supplement her therapy background she has earned additional degrees and certifications in Gerontology, Behavioral Sciences, Community Health Education and Health and Wellness Coaching. She currently serves on the Gerontology Advisory Committee at Chaffey College and the American Physical Therapy Association's Academy of Geriatric Physical Therapy as the State Advocate for California.

Workshop R
2:30pm-3:30pm

Evaluating Danger, Risks and Safety When Creating a Good Care Plan
(No CEUs.)

Viki Kind, MA

It is difficult to know when to step in and protect versus stepping back and allowing people to be in charge of their own decisions. The field of bioethics provides families and professionals with a structure and guideline for these managing these situations. Attendees will learn the questions to ask when evaluating the dangers and how to get past not wanting to see the changes that are happening. By balancing the person's quality of life with the dangers in living that life, families and professionals can feel more confident that they are treating the person with dignity and respect.

Viki Kind is a clinical bioethicist, professional speaker and hospice volunteer. Her award winning book, *The Caregiver's Path to Compassionate Decision Making: Making Choices For Those Who Can't*, guides families and professionals who are making decisions for those who have lost capacity. Viki is known as "The People's Bioethicist," because she is a rare individual who bridges two worlds, that of the health care professional and the family struggling to make the right decision. She is an honorary board member of the Well Spouse Association and has been a caregiver for many years for six members of her family.

CLOSING SPEAKER

Jennifer N. Sayles, MD, MPH, Chief Medical Officer
Inland Empire Health Plan

(No CEUs.)

Jennifer N. Sayles, MD, MPH joined IEHP as the Chief Medical Officer in June 2016. In this role Dr. Sayles is responsible for the strategic direction and oversight of clinical services and programs, including initiatives on behavioral health integration, complex care, practice transformation, alternative access, housing and recuperative care as well as addressing social determinants in the Medi-Cal population. She is also leading efforts to increase value based contracting and support practice transformation in the Inland Empire Medi-Cal network. Dr. Sayles continues to practice in HIV and Primary Care, and maintains teaching appointments at USC and the RAND Corporation.

Prior to joining IEHP, Dr. Sayles held the positions of Chief Population Health Officer for Los Angeles (LA) County USC Medical Center and the Director of Value Based Healthcare for LA County Department of Health Services. There she led the implementation of population health

management, with a focus on care transitions, identifying and managing high-risk populations, and effective utilization management. Dr. Sayles' has also served as Medical Director of Quality Improvement and Health Assessment at LA Care Health Plan, Medical Director of the Division of HIV and STD Programs at the LA County Department of Public Health, as well as research faculty in the UCLA Division of General Internal Medicine, focusing on health disparities and access to care for underserved populations in LA and internationally.

Dr. Sayles attended Princeton University, where she received her BA in Molecular Biology. She earned her Doctorate of Medicine at Chicago Medical School, and completed her clinical training in Internal Medicine at Brigham and Women's Hospital in Boston and UCLA. Dr. Sayles received a Master's in Public Health from the UCLA School of Public Health and completed fellowships in health services research and HIV medicine.



REGISTRATION FORM

Adult Protective Services/Multi-Disciplinary Team 30th Annual Conference

“Back to Basics”

Mail registration form to:
Department of Aging and Adult Services
Lezley Hills— APS/MDT Conference
9445 Fairway View Place, Ste 110
Rancho Cucamonga, CA 91730
(909) 948-6209

For American Sign Language Interpreters or special accommodations contact: Lezley Hills at (909) 948-6209 or lezley.hills@hss.sbcounty.gov

Please make checks payable to:
San Bernardino County
\$30 per person
Buffet Lunch included

Opening Ceremonies begins at 8:30 am

Registration Deadline: Friday, May 5, 2017

In the event you need to request a refund, please contact Lezley Hills at (909) 948-6209.

CHOICE OF WORKSHOPS: Please indicate your choice of workshop sessions:

Morning Sessions: 10:45—11:45 am A B C* D E F

Mid Afternoon Sessions: 1:15—2:15 pm G H I J K L

Afternoon Sessions: 2:30—3:30 pm M N O P Q* R S

(Please Type/Print Clearly)

Name Agency/Job Title

Address Zip

Telephone Email

*I am interested in Continuing Education Credits (CEUs).

(Sign up at the PERC CEU registration station prior to attending an approved course. After the training, return to the PERC registration station to obtain your CEU certificate.)

If you would like to submit a complaint or need assistance with an issue you experienced during the event, please contact Department of Aging & Adult Services Supervisor Nkem Okoro at (909) 948-6226.

The Target Audience is: MFTs, LCSWs, LEPs, and LPCCs.

The Goldy S. Lewis Community Center 11200 Base Line Road, Rancho Cucamonga, CA 91730

PLEASE NOTE: This is a *Smoke-free* Campus