



August 18-19, 2025

Crowne Plaza Hotel / Knoxville, Tennessee

AGENDA

Monday, August 18, 2025

7:30 – 4:00 **Registration**

7:30 – 8:15 **Breakfast Buffet**

8:15 – 8:30 **Opening Remarks**

8:30 – 9:30 **TBI – SafeSeniorTN / Call Center for Financial Institutions / Silver Alert / TBI Find App**
The Golden Years are supposed to be times of enjoyment, relaxation, family, friends, and giving back through community service. While most people do indeed experience these things in their later years, sadly, it is becoming far too common for some of our most vulnerable population to fall victim to various forms of abuse and financial exploitation. At TBI, we have recognized the need to dedicate resources and efforts to combat this nationwide issue to provide safety and security to the ones that depend on us the most. We are taking proactive steps to educate the public about how to identify scams, fraudulent activity and how to report these concerns through a public outreach campaign called SafeSeniorTN. The TBI has also established a one-of-a-kind telephone hotline for financial institutions to report suspicions of elderly or vulnerable adult financial exploitation. The Bureau has also recently developed and launched a mobile application called TBI Find to assist with the dissemination of information regarding Silver Alerts and TNCareKits. This session will provide an overview about the coordinated response of the TBI with various stakeholders from around the state.

Paul Greenwood, Moderator
David Rausch, TBI Director

Andy Corbitt, TBI Special Agent in Charge
Shelly Smitherman, TBI Assistant Special Agent in Charge (ASAC)
Josh Devine, TBI Communications Director

9:30 - 9:45 Break

9:45 – 10:30 **U.S. Attorney’s Elder Justice Initiative / “When Fraud Turns Deadly” Case Study**
This session will provide an in-depth examination of the financial exploitation of older adults, highlighting current trends and emerging tactics used by perpetrators to defraud vulnerable individuals. Mac D. Heavener, III will draw on his experience in prosecuting cases of financial crimes against older adults to offer insights into the legal and investigative strategies used to combat this growing issue.

Phil Gentile, USPIS (Retired) – Opening Remarks and Moderator
Mac Heavener, Assistant U.S. Attorney

10:30 - 10:45 Break

10:45 – 11:30 **New TN Conservatorship Management Task Force**
Tennessee has launched a statewide Conservatorship Management Task Force effective July 1, 2025, to examine and improve how conservatorships are overseen and managed. The Task Force brings together state agency officials and appointed public members with legal and advocacy expertise. The group will study current practices, recommend reforms, and explore ways to prevent abuse, increase transparency, and strengthen conservator oversight. Key areas include centralized data tracking, court notification processes, training standards, and evaluation of public guardian programs. The Task Force will meet at least quarterly and submit its first report with recommendations by December 31, 2025, with annual reports thereafter. It operates under the Department of Disability and Aging and reflects growing bipartisan efforts to protect vulnerable Tennesseans under conservatorship.

Lynette Edwards, District Public Guardianship – Moderator
Amy Willoughby Bryant, Esq., Director, Office of Conservatorship Management
Metropolitan Government of Nashville and Davidson County
Kevin Beck, Associate General Counsel, Tennessee Department for Disability and Aging

Concurrent Presentation

Monday, August 18, 2025 Continued

Online Elder Scams in an Artificial Intelligence (AI) Era

Online elder scams have become more prevalent and increasingly sophisticated as cybercriminals use artificial intelligence to scale operations and avoid detection. Scammers are leveraging AI to create convincing impersonations, such as deepfake videos and voice cloning, which can fool even tech-savvy individuals. These scams often target the emotions of elder adults, exploiting their trust and vulnerability. We will discuss the evolution of online scams targeting elder adults, to include, discussing the top threats and how they have changed due to generative AI technology. This will include the anatomy of an attack, investigative methods, and victim considerations.

Andy Corbitt, TBI Special Agent in Charge – Opening Remarks and Moderator
Nick Christian, TBI Assistant Special Agent in Charge

11:30 – 11:45

Break

11:45 – 12:45

Lunch & General Session

U.S. Postal Inspection Service – “Victim or Valentine: Stay Safe and Savvy Online”

One of the most insidious new romance scams targeting our parents, friends, and neighbors is often referred to as “Pig Butchering”. This leaves victims financially drained and emotionally devastated. “Victim or Valentine” will provide attendees with tools to recognize if someone they love is being targeted by an international crime syndicate hoping to steal their life savings. If the red flags do come up, how to start those difficult conversations, and finally, resources that may be available for someone who believes they are a victim of Romance Fraud.

Phil Gentile, USPIS (Retired) – Opening Remarks and Moderator

Jed Hutchison, U.S. Postal Inspector, Liaison - National Cyber Investigative Joint Task Force

12:45 – 1:00

Break

1:00 – 2:15

Tennessee’s Financial Institution’s Response to Financial Exploitation

This session will cover the work of the Tennessee Banking Association and the Tennessee Credit Union League Association to protect depositors from fraud and financial exploitation. Presentations will include an overview of state laws that authorizes financial institutions to temporarily freeze or delay suspicious transactions, refuse to honor certain powers of attorney and authorizes banks and credit unions to list a “trusted contact” as part of the depositors file so the staff could call this contact if they see suspicious activity that is not being addressed. This group will include local bankers who will share what threats they are seeing in their local communities and talk about what they are doing to better protect depositors

Aaron Bradley, Opening Remarks and Moderator
Amy Heaslet, EVP / General Counsel, Tennessee Bankers Association
Kim Bohannon, Chief Innovation Officer, Tennessee Credit Union League
Susan Haley, Smart Bank
Schyler Johnson, First Bank
Elizabeth Taylor, Eastman Credit Union

2:15 – 2:30

Break

2:30 – 3:15

AARP – The National Elder Fraud Coordination Center

In this presentation Paul Greenwood will share how AARP is engaging in a national elder justice response through various initiatives. He will highlight a new project called The National Elder Fraud Coordination Center that is being spearheaded by AARP with support from Google, Amazon and Walmart. Every law enforcement and elder advocacy program in this country needs to hear about this exciting resource that has the potential for identifying more fraudsters and scammers who collectively are stealing upwards of \$61 billion from older adults in USA every day. Greenwood will also illustrate how AARP are rolling out fraud prevention seminars all over the country and how victims of various types of fraud are coming forward to tell their story.

Mia McNeil, TN AARP State Director, Opening Remarks and Moderator
Paul Greenwood, National Advisor – Consultant

Concurrent Presentation

New TN Emergency Medical Services Initiative

Emergency Medical Service providers are often the first line of defense for individuals experiencing health crises in our communities. As such, they are in a unique position to facilitate the care and treatment of our older and vulnerable populations. This session will discuss the new initiative designed to integrate Community Health Worker knowledge and Elder Justice training into EMS practice and equip the EMS providers with the skills necessary to address social determinants of health, prevent elder abuse, and connect patients with essential community resources.

Corey Grayson, Ed.D, ETAAAD – Moderator
John Dabbs, Senior EMS Consultant, TN Department of Health Investigator
David Blevins, Director, EMS Programs, Roane State Community College

3:15 – 3:30

Break

3:30 – 4:30

We Can't Do It Alone: APS Case Review

This session will discuss in detail This panel discussion will walk through an actual case by focusing on the relationships needed to provide safety and compassion for our clients. The roles of providers and coordination points will be shared in order to demonstrate the teamwork necessary to keep clients safe and protected.

Bill Benson, National Policy Advisory, National Adult Protection Services Association
Patti Tosti, Director of Interagency Collaboration and Research, TNAPS
Thomas Hopkins, APS Investigative Specialist
Rebecca Veazey, Manager, CREVAA
Mandy Morton, ECF Support Coordinator, BlueCare

4:30 – 5:00 **Wrap up – Announcements**

Tuesday, August 19, 2025

7:30 – 8:30 **Registration**

7:30 – 8:15 **Breakfast Buffet**

8:30 – 9:30 **National Update: Elder Justice Initiatives and Emerging Priorities**

This session will provide a comprehensive update on current federal initiatives aimed at preventing and addressing elder abuse, neglect, and exploitation. Participants will learn about key programs and policy developments from the Administration for Community Living (ACL), the Elder Justice Coordinating Council (EJCC), the Department of Justice (DOJ), the Consumer Financial Protection Bureau (CFPB), and other federal agencies working to protect older adults.

Topics will include:

- Implementation updates on the Elder Justice Act
- APS funding including SSBG Update
- Funding opportunities and program updates under the Older Americans Act (OAA)
- DOJ's Elder Justice Initiative activities
- Financial exploitation prevention efforts, including interagency collaborations
- New data, research, and training resources
- Recent legislation and federal priorities shaping the future of elder justice

Paul Greenwood, National Elder Justice Consultant – Opening Remarks and Moderator
Lance Robertson, Former Assistant Secretary, Administration for Community Living, DHHS

Bill Benson, National Policy Advisor, National Adult Protective Services Association

Bob Blancato, National Coordinator, Elder Justice Coalition

9:30 – 9:45

Break

9:45 – 10:30

Elder Abuse Prosecution – Martin, TN Case Review

“Success – But Lessons Learned - Failures and Its Consequences”

This presentation will provide a detailed overview of a vulnerable adult abuse case. The presenter will discuss the problems and hurdles which were faced with the investigation from beginning to end. This case was ongoing, for a two-year period. The presentation will cover the aspects of the case that were successful and where we failed. We will cover issues that arose concerning competency and evaluations. The presenter will share details on how CREVAA provided help to law enforcement so the victim could receive assistance. We will also discuss the challenges the District Attorney General’s Office faced concerning this case.

Tracy Armstrong, ETAAAD Program Director, Opening Remarks and Moderator
James Hatler, Special Investigator, District Attorney

Concurrent presentation

**Scams Stop Here: Consumer Education for Older Adults
Office of Tennessee Attorney General**

This session will outline the most common scams that older adults report to the Division of Consumer Affairs with the Tennessee Attorney General’s Office. The session will also discuss preventative strategies to help older adults and their caregivers identify, avoid, and recover from scam tactics. Attendees will learn valuable information that can be shared with consumers and other professions working in the Aging and Disability space.

Phil Gentile, USPIS, (Retired), Moderator
Claire Marsalis, Director of Consumer Affairs
Office of Tennessee Attorney General

10:30 – 10:45

Break

10:45 – 11:30

New Residential License for the Elderly

TN desperately needs additional residential options for older adults. The Tennessee General Assembly passed a new Small Residential Licensing Bill in 2024 and the TN Department of Disability and Aging is working to implement the new licensing program. The faculty will share information about similar programs in other states and do a deeper dive on how DDA plans to implement the Tier 1 Residential License for the Elderly. This presentation will provide a comprehensive overview of the licensing

process, requirements, and best practices for establishing and operating a safe and supportive home for older adults in TN. You may be asking, how does this topic fit in to the TN Elder Justice Conference – safe housing alternatives, like the one discussed here, will prevent abuse and exploitation!

Aaron Bradley, Director, ETAAAD - Opening Remarks and Moderator

Lance Robertson, Former Assistant Secretary, Administration for Community Living, DHHS

Concurrent Presentation

The Importance of Creating an Elder Death Review Team

“Why too Many Suspicious Deaths of Older Adults are Slipping Under the Radar”

In this presentation Paul Greenwood will focus on how too many suspicious deaths of older adults in USA are treated as “natural”. He will spotlight the Texas case of Billy Chemirmir, a serial killer of older female victims, who was allowed to continue his murders through basic ageism misconceptions. Greenwood will draw upon his many years of chairing the first San Diego County Elder Death Review Team to highlight the need for other jurisdictions to create their own team; and he will share the most recent creation of the Nevada Fatality Review Team in which he is participating as a consultant.

Andy Corbitt, TBI Special Agent in Charge - Moderator

Paul Greenwood, National Consultant

11:30 - 11:45

Break

11:45 – 1:00

Awards Luncheon

Paul Greenwood, Moderator

Representative Dennis Powers, Presentation of Awards

1:00 – 1:30

Transition to Afternoon Sessions – Announcements and Call to Action

1:30 – 3:30

NCEA – EAGLE Training – Open to all Law Enforcement

Paul Greenwood, Former Deputy DA in San Diego, California, Moderator

Lori Mars, Director, Elder Abuse Guide for Law Enforcement (EAGLE) and National Center On Elder Abuse (NCEA)

1:30 – 4:45

Comprehensive Ethics Training

“Conflicts and Outcomes: Issues in Cases with Elderly Victims, Clients, and Witnesses.” This session will discuss numerous issues that arise when professionals are dealing with elderly and vulnerable adult abuse situations. From doctors to lawyers to social workers to police officers to bankers, all professions that interact with elderly and vulnerable adults will, at some point, deal with conflicts of interest that arise during their investigations. This session is designed to facilitate discussions among professionals from various fields to bring awareness to the potential conflicts and unintended consequences an investigation may uncover, as well as helpful tips and practices available. This session will include hypotheticals to encourage group participation.

Tracy Armstrong, ETAAAD Program Director, Moderator
Amelia Hamilton, Assistant District Attorney, Knox County, TN

3:00 – 3:15

Break

4:45

Conference Adjourns