

# Changing the Trajectory:

## Case Reviews, Multi-Disciplinary Teams and Collaboration to Protect Older and Vulnerable Adults

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Day 1 – Tuesday, May 19th, 2026 from 11:30am - 4:30pm

**11:30 am – 12:30 pm: Lunch (provided)**

**12:30 – 1 pm: Welcome and Opening Remarks**

*Dr. Rodney Stanley, Dean, College of Public Service, TN State University*

*Cherrell Campbell-Street, Deputy Commissioner, TN Department of Human Services*

*Jude White, Assistant Commissioner, TN Department of Human Services*

**1 – 1:15 pm: Opening – How These Cases Unfold**

Description: A brief opening to ground the discussion in real-world cases involving older and vulnerable adults and how they unfold across systems. We'll focus on what makes these situations difficult, where coordination matters most, and how we'll work through them together.

- *Chantelle Smith, J.D. – Consultant, US DOJ Elder Justice Initiative*
- *Patti Tosti – APS Director of Interagency Collaboration and Research*

**1:15 – 2 pm: Building the Chain: Investigation**

Description: Using two parallel cases, one involving an adult with intellectual and developmental disability and one involving an older adult with dementia, this session traces how concerns first come to attention and how initial responses are shaped. As the cases unfold, we will examine how agencies become involved, what information is available at each stage, and how early decisions begin to influence the trajectory of the case.

*Facilitator: Chantelle Smith – Consultant, US DOJ Elder Justice Initiative*

*Panelists:*

- *Dan Buchanan – Asst District Attorney, 30<sup>th</sup> Judicial District, Shelby County*
- *Cara Lowe – Special Agent, TN Bureau of Investigation*
- *Kendra Cowper – Detective, Metro Nashville Police Department*
- *Zandra Carter Mann – Team Coordinator, Adult Protective Services*
- *Teresa Strickland – Investigative Specialist, Adult Protective Services*
- *Telesa Taylor – Senior Associate Counsel, TN Dept. of Human Services*
- *Jason Allen – Director of Event Management, Dept of Disability and Aging*

**2 – 2:15 pm: Break/Vendor Networking**

## **2:15 – 3 pm: Building the Chain: Response**

Description: Continuing the case-based discussion, this session focuses on how responses develop across disciplines. We will explore how coordination takes shape in real time, how information is shared (or not), and where gaps or delays can affect outcomes. The discussion highlights both what is working and where stronger coordination could change the trajectory.

*Facilitator: Chantelle Smith – Consultant, US DOJ Elder Justice Initiative*

*Panelists:*

- *Liz Dayton – Vice President of Home Health Services, GUIDE Model & Coordinated Response to Elder Abuse (CREA), Meritan*
- *Maenise Oggs – Discharge Planner, Sweetwater Hospital*
- *Dr. Raymond Romano – Family Nurse Practitioner, Vanderbilt Memory and Alzheimer's Center*
- *Shelli Allison – Manager, Compliance, Fraud, Vendor Management, Knoxville TVA Employees Credit Union*
- *Rae Anne Smith – Senior Attorney, Legal Aid Society of Middle TN and the Cumberland's Tullahoma Office*
- *Caitlin Rogers – Deputy Director of LTSS Quality and Innovation, TennCare*

## **3 – 3:30 pm: What We Wish Others Knew**

Description: A focused discussion drawing from the cases to highlight what each discipline needs others to understand to work together more effectively. Participants and attendees will talk through common points of confusion, the constraints they operate under, and what helps – or gets in the way of – coordination in practice.

*Facilitators:*

- *Chantelle Smith, J.D. – Consultant, US DOJ Elder Justice Initiative*
- *William “Bill” Benson – National Policy Advisor, National Adult Protective Services Association (NAPSA)*

*Note: All panelists will be part of this discussion.*

## **3:30 – 4:15 pm: Interactive Exercise – Whose Job Is It?**

Description: Attendees will work through short, realistic scenarios to think through who would be involved, what their role would be, and what needs to happen next. The exercise highlights where responsibilities overlap, where things can fall through the cracks, and how coordination can be clearer in practice.

*Facilitators: Chantelle Smith, Bill Benson & Patti Tosti*

## **4:15 – 4:30 pm: APS Outstanding Performer Awards, Closing and Door Prizes**

*Renee Bouchillon, Director, Adult Protective Services*

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**Day 2 – Wednesday, May 20<sup>th</sup>, 2026 from 9am – 12:30pm**

**MDT Coordinators Session 1:30-4:30pm (Invitation Only)**

**9 – 9:20 am: Welcome and National Updates**

*William “Bill” Benson – National Policy Advisor, NAPSA*

**9:20 – 9:30 am: From Knowing to Doing**

Description: A brief transition into Day 2, focusing on how we move forward, building on what we’ve seen, strengthening coordination, and identifying where we can take action.

*Chantelle Smith, J.D. – Consultant, US DOJ Elder Justice Initiative*

**9:30 – 10 am: Capacity and Consent in Practice**

Description: This session connects capacity and consent to real-world decision-making across disciplines, including APS, financial institutions, healthcare, law enforcement, and prosecutors.

*Facilitator:*

- *Chantelle Smith – Consultant, US DOJ Elder Justice Initiative*

*Panelists:*

- *Dr. Raymond Romano – Family Nurse Practitioner, Vanderbilt Memory and Alzheimer’s Center*
- *Dr. Amanda Actor – Assistant Professor, Vanderbilt University Medical Center*

**10 – 10:30 am: Case Lab #1 – Transitions, Capacity, and Risk**

Description: Using the same cases, this session zeroes in on key decision points around capacity, discharge, and transitions between care settings. We will walk through how these decisions unfold in real time – what information is available, what’s uncertain, and how risk is weighed as individuals return home or move between settings. The discussion highlights how clinicians and partners navigate these moments and where stronger coordination can change the outcome.

*Facilitator: Chantelle Smith – Consultant, US DOJ Elder Justice Initiative*

*Panelists:*

- *Dr. Raymond Romano – Family Nurse Practitioner, Vanderbilt Memory and Alzheimer’s Center*
- *Dr. Amanda Actor – Assistant Professor, Vanderbilt University Medical Center*
- *Maenise Oggs – Discharge Planner, Sweetwater Hospital*
- *Zandra Carter Mann – Team Coordinator, Adult Protective Services*
- *Teresa Strickland – Investigative Specialist, Adult Protective Services*

**10:30 – 10:45 am: Break/Vendor Networking**

### **10:45 – 11:30 am: Declined vs. Prosecuted Cases**

Description: A focused discussion on how decisions are made to move cases forward (or not). Drawing on real examples, we will walk through what matters most in those decisions, including documentation, evidence, timing, and how cases are built across disciplines.

*Facilitators:*

- *Chantelle Smith, J.D. – Consultant, US DOJ Elder Justice Initiative*
- *Telesa Taylor – Senior Associate Counsel, TN Dept. of Human Services*

*Panelists:*

- *Dan Buchanan – Asst District Attorney, 30<sup>th</sup> Judicial District, Shelby County*

### **11:30 – 12:15 pm: Case Lab #2 – Rebuilding the Case: What Would You Do Differently?**

Description: Attendees return to key points in the cases and work through how responses take shape in practice. The focus is on identifying practical ways to strengthen coordination, decision-making, and communication moving forward.

*Facilitators: Chantelle Smith, Bill Benson & Patti Tosti*

### **12:15 – 12:30 pm: Closing Remarks and Evaluation**

*Clarence H. Carter, Commissioner, TN Department of Human Services*

### **12:30 – 1:30 pm: Lunch (provided)**

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### **1:30 – 4:30 pm: Multi-Disciplinary Team (MDT) Coordinator's Session – Invitation Only**

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