

Betty F. Malks

104 Washburn Avenue, Capitola, CA 95010 • (831) 477-1818 • (408) 489-1952 Cell • etty@automaven.com

EDUCATION AND CERTIFICATIONS:

Adelphi University School of Social Work
MSW in Case Work and Group Work

University of Maryland
B.A. in Sociology

State of New York
Licensed Master of Social Work

University of California, Berkeley
Executive Management Development
Bay Area Social Services Consortium

PROFESSIONAL ACCOMPLISHMENTS

- **National Advisory Panel Member and Trainer** - New York Academy of Medicine's Social Work Leadership Institute for the Hartford Partnership Program for Aging Education. *2005 to Present.*
- **Appointed** as a Congressional Delegate to the 2005 White House Conference on Aging. Served as the Work Group Facilitator for Health Care Workers. *2005*
- **Project Director** for the Santa Clara County Clergy Project, "Enhancing the Capacity of a Diverse Faith Community in Addressing Elder Abuse" with Archstone Foundation Funding – 2 Phases for 5 years. The objective for the next three years of the Project is to conduct education and training for the clergy, as mandated reporters, through a partnership between the County Health and Hospital System, County Mental Health Department and Department of Aging and Adult Services. *2006 to Present*
- **Creator** of 24/7 comprehensive response system to reports of elder and dependent adult abuse *1999 to Present*
- **Implementer** of a community-based long-term care program, In-Home Supportive Services (IHSS); Commanded the process from inception through implementation as a fully realized program within the County of Santa Clara, and the **Negotiator** of a mutually beneficial contract with the IHSS Public Authority that now includes health benefits, vision and dental coverage, and a wage increase. *1997 to Present*
- **Architect** of FAST (Financial Abuse Specialist Team) including District Attorney, County Counsel, Adult Protective Services and Public Guardian. FAST has recovered and/or prevented the loss of more than \$157 million in clients' assets to date, won national awards, and is being emulated nationwide. *1999 to Present*
- **Initiator** of combining the County's strategic plan with that of the City of San Jose to alleviate duplicative effort that existed in the delivery of aging services. *2003 to Present*
- **Expert Witness** provided testimony to the California State Senate Budget Hearing regarding impact of proposed budget cuts and reductions. *2007 & 2008*
- **Creator** of the Financial Institutions Team (FIT), a program wherein financial institutions staffs receive ongoing expert training in the awareness of and prevention of elder financial abuse and scams. *2003 to Present*
- **Creator** Elder and Dependent Adult Law Enforcement Protocol Program with support from all 15 police jurisdictions, District Attorney, County Counsel and serves as the State model. *2003*
- **Creator** the Veteran's One-Stop Service Center and the annual Veterans Resource Faire. *2000*

Betty F. Malks

PROFESSIONAL EXPERIENCE

SANTA CLARA COUNTY SOCIAL SERVICES AGENCY

Director, Department of Aging & Adult Services,

1997 to Present

During tenure, the first Santa Clara County Department of Aging and Adult Services (DAAS) was created, which brought all adult programs under one Department, consolidating into five divisions within DAAS, Adult Protective Services, Public Administrator/Guardian/Conservator, In-Home Supportive Services, Senior Nutrition, and Veterans Services for integrated service delivery.

SANTA CLARA COUNTY SOCIAL SERVICES AGENCY

Social Services Program Manager, 1993 to 1997

Planned, organized and directed an Income Maintenance Office; created the first Welfare Reform Pilot program in the county; participated in development of annual budget and contract administration; liaison with other county departments and community organizations.

SANTA CLARA COUNTY SOCIAL SERVICES AGENCY

Director, Child Welfare & Adult Services Training Institute, 1991 to 1993

Created curriculum and conducted training for both training institutes.

SANTA CLARA COUNTY SOCIAL SERVICES AGENCY

Social Work Training Specialist, 1989 to 1991

Designed and implemented social work training programs for child welfare social work staff.

HONORS & SPECIAL AWARDS

- Who's Who in America 2008 , 2009, and 2010
- Who's Who in the World 2007, 2008, 2009, and 2010
- Financial Abuse Specialist Team (FAST) received Federal Earmark funds in the amount of \$98,950. 2005
- Recipient of the National Adult Protective Services Association (NAPSA) President's Award.
The award was described as recognition of outstanding contribution to the field of Adult Protective Services nationally as demonstrated by commitment to improving the quality of services and dedication to adult victims. Only two awards are given each year by this national organization. 2004
- Lenzen Gardens Independent Living Project received Honorable Mention by the California State Association of Counties Awards 2004
- Invited chair and panelist, Second World Conference on Family Violence, Prague 2003
- Financial Abuse Specialist Team (FAST) recognized by the U.S. Department of Justice, Office for Victims of Crime for outstanding dedication and service on behalf of elderly victims of financial fraud 2002
- Recipient, Woman of Achievement Award for Public Service from the Silicon Valley Women's Fund 2001
- Recipient, Aging 2 Perfection Award from the Senior Care Commission for Best Practices for FAST 2001
- Recipient, Aging 2 Perfection Award from the Senior Care Commission for outstanding work in the field of aging services 2001
- America's Crown Communities Award for FAST 2001
- Recipient, Challenge Award to Santa Clara County Financial Abuse Specialist Team, CA State Association of Counties 2000
- Commendation, Santa Clara County Board of Supervisors 2000
- Recipient, Santa Clara County Human Relations Award 1991

BOARDS & COMMITTEES

- Project Director of the "Enhancing the Capacity of a Diverse Faith Community to Address Elder Abuse", funded by the Archstone Foundation 2006 to Present
- County-wide Health & Nutrition Committee 2005 to Present
- County Lead for CA Social Work Education Center Northern Collaborative – including 10 counties & 4 universities 2005 to Present
- Member of the National Advisory Panel of the Hartford Partnership Program for Aging Education of the New York Academy of Medicine's Social Work Leadership Institute 2005 to Present
- Co-Chair, CalSWEC Aging Summit 2004
- Lead, Executive Committee & Policy Team – County Aging Services Collaborative 2004 to Present
- Appointed as the North American representative to the International Network for the Prevention of Elder Abuse (INPEA) 2003 to Present
- Member of the Education Committee of the National Committee for the Prevention of Elder Abuse (NCPEA) 2003

Betty F. Malks

BOARDS & COMMITTEES: (Continued)

- C4A/CWDA Network Liaison – Statewide Network 2003 to Present
- Chair, County Financial Institutions Team 2002 to Present
- California Child & Family Policy Institute Advisory Board Member 2001
- Co-Chair, IHSS Stakeholders Group 2001
- Senior Access Consortium Preventative Services Design Team 1999
- Lead, Senior Needs Planning Team – County Housing and Supportive Services 1999 to Present
- Chair, Elder and Dependent Adult Law Enforcement Protocol Task Force 1999 - 2000
- Long Term Care Integration Pilot Program 1999 - 2003
- Member/Facilitator, Adult Protective Services Stakeholders Group 1998
- Member, City of San Jose Family/Domestic Violence Council 1998 – 2002
- Member, County Welfare Directors Association, Adult Services 1998 - 2000
- Bay Area Social Services Consortium Adult Services Forum, Member 1998 to Present
- Founding Member and Executive Committee Member, San Jose Mayor's Aging Leadership Council 1994
- Council on Aging (COA-Area Agency on Aging) Board of Directors 1991

PUBLICATIONS:

- Journal of Gerontological Social Work entitled *Elder Abuse Prevention: A Case Study of the Santa Clara County Financial Abuse Specialist Team (FAST) Program* 2002
- Journal of Elder Abuse and Neglect entitled *Combating Elder Financial Abuse – A Multi-Disciplinary Approach to a Growing Problem* 2005

PRESENTATIONS/TRAININGS: (Representative Sampling)

- New York Academy of Medicine, Social Work Leadership Institute, Cycle 3 2008
- World Elder Abuse Awareness Day Conferences 2006 to Present
 - To be held in Ottawa, Canada in June 2008
 - World Health Organization – Geneva, Switzerland 2007
 - United Nations, NY 2006
- Lay Leader Summit – Archstone Foundation, San Jose, CA 2007
- International Violence, Abuse, & Trauma, San Diego, CA 2001 - 2007
- Clergy Summit – Archstone Foundation, San Jose, CA 2007
- Gerontological Society of America Conference 2005 - 2007
- CSWE Council on Social Work Education 2008 & 2007
- National Adult Protective Services (NAPSA) Elder Abuse Conference 2004 - 2007
- White House Conference on Aging (WHCOA) presentation on Health Care Workers, Washington, D.C. 2005
- CalSWEC Summit, Long Beach, CA 2005
- CWDA In-Home Supportive Services & APS Conference, Asilomar, CA 1995 - 1997