

Chimney Hill Apartments  
2065 Mendon Road  
Cumberland, RI 02864

**About our Presenters:**

Tammy Miller is the Director of the Consumer Protection Unit for the Rhode Island Department of Attorney General. This unit reviews consumer complaints for possible violations of the Deceptive Trade Practices Act. Tammy has nearly 30 years of legal experience and has worked in both the private and public sector. Prior to joining the Rhode Island Department of Attorney General, she was the Consumer Information and Complaints Manager for the Arizona Attorney General's Office.

Martha Crippen is the Elder Abuse Investigator for the R.I. Department of Attorney General. Martha has been with the AG's Office since June 1999 and has been the Elder Abuse Investigator for seven years. Her primary responsibilities are to investigate allegations of Elder Abuse which include financial exploitation, abuse and neglect. She works in conjunction with local, state and federal law enforcement agencies on investigations and preparation of cases for prosecution. She also works closely with other state agencies involved with protecting elders.



NEAHMA  
400 Washington Street, Suite 210  
Braintree, MA 02184

neahma  
NEW ENGLAND  
AFFORDABLE HOUSING  
MANAGEMENT ASSOCIATION

RI Quarterly Meeting  
September 11, 2013

Chimney Hill Apartments  
2065 Mendon Road  
Cumberland, RI 02864

“Dealing with Scams and Elder Abuse”

Presented by:  
Tammy Miller, Director of  
Consumer Protection

Martha Crippen, Elder Abuse Investigator,  
RI Department of Attorney General

Hear the latest updates from  
HUD and RI Housing

It is a busy and exciting time in the subsidized housing world: PBCA contract awards, upcoming TRACS 202D changes, the recent release of Change 4 for the HUD Handbook 4350.3-Rev 1, layoffs at RI Housing, HUD reorganization, and continuing fair housing notices are just some of the changes and news in the pipeline from our monitoring agencies.

[www.neahma.org](http://www.neahma.org)

## Program Overview

**Who should attend:** This event will be of interest to owners, agents, managers, assistant managers, maintenance personnel and resident service coordinators.

Dealing with Scams and Elder Abuse

Speakers from the Rhode Island Attorney General's office will address two important topics.

Common Consumer Scams – Tammy Miller, Director of Consumer Protection

Getting scammed... If you think it won't happen to you or your residents think again! Learn the latest unscrupulous targeting of consumers in such areas as mortgage modification scams, disaster relief scams, phishing scams, fake invoices, employment scams, consumer settlements and holiday shopping frauds.

Elder Abuse – Martha Crippen, Elder Abuse Investigator

Seniors are Rhode Islands' fastest growing demographic and yet crimes against seniors often go unreported, presenting high temptation and low risk to potential offenders. Learn about the many areas of abuse and how neglect and exploitation of elders crosses all racial, socio-economic and gender lines.

Hear the latest updates from HUD and RI Housing

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## Agenda

### Registration

**8:30 am - 9:00 am**

(Continental breakfast included)

### Morning Presentation

#### **Christine Keshura,**

Program Center Director of the  
RI HUD Office

#### **Carlos Hernandez,**

Director of Resident  
Services at Rhode Island Housing

#### **Tammy Miller,**

Director of Consumer Protection;  
RI Office of Attorney General

#### **Martha Crippen,**

Elder Abuse Investigator;  
RI Office of Attorney General

Registration Info or Questions?

Call NEAHMA 781-380-4344

NEAHMA would like to thank  
Peabody Properties and the Staff  
at Chimney Hill Apts. for  
hosting this training.

## REGISTRATION FORM

Fax In Registration: **617-532-9692**

**Registration Deadline: September 11, 2013**

**RI Quarterly Meeting**

September 9, 2013

Please complete a separate form for  
each registrant and fax registration.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Management Co: \_\_\_\_\_

Property Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

**As a NEAHMA member company benefit, there is  
no charge to attend this meeting. Non-member  
fee is \$25 per person. Make checks payable to:**

**NEAHMA, 400 Washington Street, Suite 201,  
Braintree, MA 02184**