

# Bios



## SENIOR IDENTITY THEFT

A Problem in This Day and Age



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### Pam Dixon

Pam Dixon founded the World Privacy Forum in 2003. An author and a researcher, she has written in the area of privacy, including the *Medical Identity Theft* report, and her latest book, *Online Privacy*. Ms. Dixon has testified before Congress on consumer privacy issues, and served as a co-chair of the California Privacy and Security Advisory Board. Ms. Dixon has also recently worked on the National Telecommunications Information Administration (NTIA) mobile privacy short form notice proceedings, and on developing nation technology and privacy issues, most recently in India. Ms. Dixon was formerly a research fellow with the Privacy Foundation at Denver University's Sturm School of Law.

### Elinor Ginzler

Elinor Ginzler is the Senior Director of the Center for Supportive Services at the Jewish Council for the Aging of Greater Washington. She is responsible for an array of community-based programs serving older adults: adult day programs, caregiver education, outreach and support, senior transportation services and

mobility management programs. Previously, Ms. Ginzler was with AARP for over 14 years, where she was a lead spokesperson on housing, health and long-term care, older driver safety, mobility options, and caregiving. She is co-author with Hugh Delehanty of *Caring for Your Parents – The Complete Family Guide*. Ms. Ginzler is a graduate of the University of Pennsylvania and at the University of Maryland.

### Rick Kam

Rick Kam, CIPP/US, is president and co-founder of ID Experts, a company offering comprehensive data breach solutions. He is an expert in privacy and information security, with experience leading organizations to address the growing problem of protecting Protected Health Information (PHI) and Personally Identifiable Information, and remediating privacy incidents, identity theft, and medical identity theft. Mr. Kam chairs the PHI Project, a research effort to measure financial risk and implications of data breach in healthcare, led by the American National Standards Institute (ANSI). Mr. Kam is also a member of the PHI Protection Network.

## **Naomi Karp**

Naomi Karp is a policy advisor at the Consumer Financial Protection Bureau's Office of Financial Protection for Older Americans, where she works on a range of issues including financial exploitation, financial education, retirement and long-term planning, and the needs of older adults with diminished decision-making capacity. Previously, Ms. Karp was a Senior Strategic Policy Advisor at AARP's Public Policy Institute; she served on the staff of the American Bar Association Commission on Law and Aging; and she was a legal services attorney representing low-income and elderly clients. She is a graduate of University of Michigan and Northeastern University Law School.

## **Teresa A. Keenan, Ph.D.**

Teresa A. Keenan, Ph.D., is a Senior Research Advisor/Research Team Leader in the Research & Strategic Analysis Department of AARP. In this position, she guides the work of staff who have responsibility for conducting primary research on health and home and family. She has served as the lead researcher for the Association's consumer-facing efforts in a number of areas including health care, prescription drug affordability, and health promotion and disease prevention. Her recent work includes *The Consumer Point of View: Knowledge, Attitudes, and Use of Health Technologies*, a comprehensive review of

the relevant academic and business-focused literature dealing with how consumers think about and use various health technologies.

Keenan holds a Ph.D. in Sociology from Cornell University, where she was affiliated with the Population and Development Program.

## **Robert Kerr**

Robert Kerr is the Senior Director, Government Relations, National Association of Enrolled Agents (NAEA). He represents the organization before the U.S. Congress and serves as liaison to the Internal Revenue Service (IRS). He is also a frequent lecturer on tax policy and tax administration issues. Prior to joining NAEA, Mr. Kerr worked on the U.S. Senate Finance Committee Oversight and Investigation staff, where he assisted then-Chairman Grassley on several IRS oversight matters. Mr. Kerr has also held various positions with the IRS, including working on the IRS' first electronic filing initiative. Mr. Kerr graduated from Mount Union College and received an MBA from Case Western Reserve University.

## **Becky A. Kurtz**

Becky A. Kurtz is the Director of the Office of Long-Term Care Ombudsman Programs within the U.S. Administration on Aging. In this capacity, she promotes effective State Long-Term Care Ombudsman Programs that serve our nation's long-term care facility residents. She also advocates for long-term care



facility resident interests at the national level. Previously, Ms. Kurtz was Georgia's State Long-Term Care Ombudsman; she served as the Advocacy Coordinator for the Senior Citizens Advocacy Project (of the Atlanta Legal Aid Society); and she was an Assistant Corporation Counsel for the City of New York Law Department. Ms. Kurtz is a graduate of Emory & Henry College and Columbia University School of Law.

### Christopher Lee

Chris Lee is a Senior Attorney in the Taxpayer Advocate Service, an independent organization within the Internal Revenue Service that helps taxpayers resolve tax problems. He advises the National Taxpayer Advocate on various tax administration issues, including identity theft victim assistance and tax return preparer fraud. Prior to holding his current position, Mr. Lee worked for Ernst & Young, LLP, in the District of Columbia and San Francisco. Mr. Lee graduated from Boalt Hall School of Law and obtained his LL.M. in Taxation from Georgetown University Law Center.

### David Lindner

David Lindner is a Government Information Specialist for the Office of Privacy and Disclosure (OPD) at the Social Security Administration. Mr. Lindner is responsible for developing, interpreting, and evaluating complex disclosure requests made under both the Privacy Act and the Freedom of Information

Act. He also serves as the OPD lead for issues regarding identity theft and is a member of the Department of Justice's Identity Theft Workgroup. Mr. Lindner graduated from the University of Maryland, Baltimore County (UMBC), with a bachelor's degree in Political Science. Currently, he is pursuing his master's degree in Cybersecurity.

### Andy McKee

Andy McKee is an Inspector and Supervisory Special Agent with Health and Human Services Office of Inspector General, Office of Investigations. Previously, Mr. McKee was a Special Agent for HHS/OIG in Tampa, Florida. Mr. McKee also has experience as a fraud investigator for CIGNA Medicare, a durable medical equipment carrier for the Medicare program.

### Susan Morgenstern

Susan Morgenstern is a senior attorney with the Legal Aid Society of Cleveland, where she heads the Legal Aid's tax practice. Ms. Morgenstern also serves as vice-chair of the American Bar Association Tax Section's Pro Bono and Tax Clinics Committee. Ms. Morgenstern has brought cases in federal and state courts on public benefits, consumer protection, and civil rights matters. Eleven years ago, Mr. Morgenstern started Legal Aid's tax practice. She is a frequent speaker, advisor, and writer on tax and related identity theft issues.

## John Morton

John Morton is Chief Risk Officer of Green Dot Corporation. He leads the company's Enterprise Risk Management Program, including analytics, policy, fraud, and consumer compliance functions. Mr. Morton leads Green Dot's efforts to combat prepaid card fraud, including identity theft. Mr. Morton also chairs the Network Branded Prepaid Card Association's Anti-Fraud Forum and frequently acts as an industry expert on prepaid card fraud and identity theft. Prior to joining Green Dot Corporation, Mr. Morton worked in risk and fraud management at Bank of America and GE.

## Robin M. Slade

Robin M. Slade is the Development Coordinator for the Medical Identity Fraud Alliance, a public/private partnership that unites the healthcare ecosystem to develop solutions and best practices for medical identity fraud. Ms. Slade is also the President and Chief Executive Officer of the Foundation for Payments Fraud Abatement and Activism and FraudAvengers.org, a non-profit corporation and weblog focused on helping consumers lessen their exposure to fraud and scams. She is also Senior Vice President and Chief Operating Officer for The Santa Fe Group, and manages the Shared Assessments Program, a consortium created by leading banks, auditing firms, and service providers to inject efficiency and cost savings into the vendor risk assessment process.

## Amber Smith

Amber Smith is the lead legal and policy advisor for the Office of Privacy and Information Protection at the Internal Revenue Service (IRS). She is responsible for advising IRS executives on the integration of law and policy into operational strategy, with a focus on identity protection and privacy compliance programs. Previously, Ms. Smith has served as Senior Advisor to the IRS Deputy Commissioner for Operations Support, Acting Deputy Director for the Office of Privacy Policy, and Attorney-Advisor for the Office of the Commissioner. Ms. Smith attended Georgetown University Law Center, where she obtained a Juris Doctor and a Master of Laws in Taxation.

## Lori Stiegel

Lori Stiegel is a Senior Attorney at the American Bar Association Commission on Law and Aging. She has developed and directed all of the Commission's work on elder abuse, including many federal grant projects for the Department of Justice and the Department of Health and Human Services. She is the author or a co-author of numerous publications on power of attorney abuse and elder abuse. Ms. Stiegel began her career with the Senior Advocacy Unit of Bay Area Legal Services in Tampa, Florida, after graduating from George Washington University Law School.



### Aaron Tax

Aaron Tax is the Director of Federal Government Relations for Services & Advocacy for GLBT Elders (SAGE), where he advocates for GLBT-inclusive federal aging policies. SAGE is a member of the Diverse Elders Coalition. Previously, Mr. Tax served as the Legal Director at Servicemembers Legal Defense Network (SLDN), the leading organization challenging “Don’t Ask, Don’t Tell.” Prior to joining SLDN, Aaron worked for the Department of the Army in the Office of Equal Employment Opportunity and Civil Rights, including two years as a Presidential Management Fellow. Mr. Tax is an honors graduate of Cornell University and the George Washington University Law School.

### Andrew P. Tuck, Ph.D.

Andy Tuck is a founding partner of Applied Research & Consulting LLC and helps business, government, and non-profit decision-makers manage marketing and communication campaigns. Previously, Dr. Tuck headed Bozell Worldwide’s strategic planning and research divisions, and served as Managing Director with The Sawyer/Miller Group, where he developed marketing and communications campaigns for a wide range of political candidates, government agencies and senior corporate managers. A former professor of philosophy and religion, he has taught at several universities, including Princeton and Columbia. Educated at Amherst College, Harvard University, and Princeton

University, he holds a doctorate in philosophy from Princeton as well as advanced degrees in related fields.

### Erin Van der Bellen

Erin Van der Bellen is WUSA9’s Investigative Producer in Washington, DC. Before joining WUSA9, she worked for two decades with Liz Crenshaw in the NBC4 Consumer Unit. Prior to joining NBC4, she worked with Investigative Reporter Lea Thompson at Dateline NBC. While at Dateline, Van der Bellen won the 1998 Tom Renner award for Crime Reporting. Van der Bellen has produced stories on work-at-home scams, payday loans problems, dangerous products, identity theft and the secrets of debit cards. She’s investigated and uncovered racial discrimination within the DC Taxi Cab systems, exposed illegal towing issues and exposed dangerous conditions in area restaurants. Van der Bellen is from Louisiana, graduated from the Louisiana State University Manship School of Journalism, and has a minor in psychology.

### Neal Walters

Neal Walters is a Policy Research Senior Analyst on the Consumer and State Affairs Team at the AARP Public Policy Institute. Mr. Walters conducts policy research and analysis on issues that affect the financial security of older persons. He has written a number of reports on matters relating to financial information privacy and identity theft.

## Sarah Wells

Sarah Wells is the Executive Director of the Consumer Voice, where she directs the operations of the organization, leads fundraising and strategic planning, and advocates for long-term care consumers. Ms. Wells came to the Consumer Voice after nearly a decade at Women In Government (WIG), a national, nonprofit organization providing public policy education for women state legislators, where she served as Vice President. While at WIG, Ms. Wells received her master's degree in Public Policy and Women's Studies from George Washington University and her bachelor's degree from American University.



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