



# Tuolumne County Human Services Agency

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Superior Court of California  
County of Tuolumne  
By: Ruth Schamberger Clerk

**TO:** Honorable Judge Donald Segerstrom

**FROM:** Ann Connolly, Human Services Agency/Social Services Director *AC*  
Daniel Richardson, Deputy County Administrative Officer

**SUBJECT:** Response to the 2014-15 Tuolumne County Grand Jury Adult Protective Services (APS) Committee Reports

This letter is submitted in written response to the 2014-15 Grand Jury Final Report as it relates to the Adult Protective Services (APS) Committee Reports. The relevant Grand Jury Findings and Recommendations are addressed below. The responses to Finding 2 and Recommendation 2 were coordinated between the directors of the Social Services (DSS) and Information Technology (IT) departments.

### Findings:

F1. The Grand Jury finds that post-merger, APS has been able to provide needed services in an efficient and cost effective manner, in part, because the ability to cross-train between APS and CWS has created a multi-disciplinary team of protective services professionals:

**Response: Agree.**

F2: The Grand Jury finds that with the current APS Information Technologist retiring in October 2015, a replacement must be trained to keep the APS system current and running properly.

**Response: Agree.**

F3. The Grand Jury finds that the APS Staff is diligent in their investigations, follows work-flows, and has a high timeliness rate.

**Response: Agree.**

- F4. The Grand Jury finds that APS is meeting the current needs of the adult population of the County and is on track with its overall goal: "To wrap a safety-net around the adult person to support their aging in place," but could benefit the community by having a formalized public education plan.

**Response: Agree.**

- F5. The Grand Jury finds that APS's general brochure is a tri-fold paper document because it is easily copied, and has only been distributed to a narrow audience.

**Response: Partially agree. The current APS brochure is indeed a tri-fold document because it is easily copied. However, it is distributed to a relatively wide local audience, including to clients upon first contact and to outside agencies when APS provides trainings. It is also provided during the outreach activities discussed in Response #4, below, and to anyone requesting program information. This brochure is stocked in the Protective Services and Social Services reception areas.**

**Recommendations:**

- R1. No recommendation
- R2. The Grand Jury recommends that Social Services choose an IT replacement. Staff selection and training shall begin by July 1, 2015 and be completed by October 1, 2015 so the replacement is trained and the transition is seamless.

**Response: The recommendation has not yet been implemented, but will be implemented in the future. Under the Memorandum of Understanding (MOU) between the departments of Social Services (DSS) and Information Technology (IT) for Electronic Data Processing, IT is responsible for designating an employee with sufficient skills and experience to manage Social Services IT needs, including those pertaining to maintenance of the APS database. A position to replace the retiring IT Analyst assigned to DSS is being advertised in early August 2015, with the goal of having a suitable replacement to begin training by mid-September 2015.**

- R3. No recommendation.
- R4. The Grand Jury recommends that Social Services by September 1, 2015 direct APS staff to work with Area 12 Agency on Aging, Catholic Charities, ATCAA, and the Tuolumne County Senior Center and continue developing additional outreach and training seminars (at least one seminar each year starting January 2016) for the general public on the common types of abuse, such as self-neglect and financial abuse, how to recognize the signs of abuse, and how to address them.

**Response: This recommendation has been implemented. The Mother Lode Office of Catholic Charities collaborates with local agencies, including Area 12 Agency on Aging, Tuolumne Band of Me Wuk Indians Elders and Social Services Programs, and Tuolumne County Human Services Agency departments, to provide an annual Elder Abuse Awareness & Prevention Conference in the month of June, coinciding with World Elder Abuse Awareness Day. The most recent conference was held on June 17, 2015 at the Conference Center at Black Oak Casino Resort. During that conference, Adult Protective Services (APS), Tuolumne County Sheriff, and Me Wuk Tribal Security provided three joint training sessions on mandated reporting and the elder abuse investigation process. APS participates in the interagency Elder Abuse Conference committee that plans this annual event.**

**In addition, Social Services staff from the APS, In-Home Supportive Services (IHSS), and Public Guardian programs provide outreach and information at the annual Tuolumne County Health Fair, held in October of each year. APS also works cooperatively with the District Attorney's Office and Catholic Charities to enhance the latter's Elder Abuse Prevention Program, which provides related trainings that are available to the public and community agencies. Finally, APS provides elder abuse and mandated reporter trainings in the community upon request as staffing allows.**

- R5. The Grand Jury recommends that Social Services shall upgrade the brochure to a professionally produced product and distribute it to a wider Tuolumne County audience including doctors' offices, the hospital and county libraries by September 1, 2015.

**Response: The recommendation has not been implemented, but will be implemented in the future. An upgraded, professional brochure will be produced and distributed by December 15, 2015.**