



# County of Santa Cruz

## IN-HOME SUPPORTIVE SERVICES PUBLIC AUTHORITY

500 Westridge Drive, Watsonville, CA; P.O. Box 1300, Santa Cruz, CA 95061  
(831) 454-4036 FAX: (831) 763-8906

### IHSS Advisory Commission

#### Meeting Minutes

Date: Friday, February 28, 2025  
Time: 1:00PM to 3:00PM  
Location: 1400 Emeline AVE, Building K, Room 206. Santa Cruz, CA  
Present: Becky Taylor (Chair, Commission on Disabilities), Foster Andersen (Vice-Chair, Consumer), Maria Arreola (Provider), Linda Campbell (Consumer), Stephanie Auld (Consumer), Lois Sones (Seniors Commission), Michael Molesky (Consumer)  
Excused: None  
Absent: None  
Guests: Tracey Heggum, Sr. Social Worker Julie Gabriel (Division Secretary)  
Staff: Juan Magaña (Staff), Elizabeth Byrd (Staff)

#### Agenda

1. Call to Order
  - a. Meeting was called to order at 1:01pm; a quorum was present
2. Roll Call
3. Agenda Review
  - a. Agenda reviewed; no changes made.
4. Public Comment:
  - a. Zack Johnson of the Seniors Council stopped by to invite members to the March 4, 2025 meeting. *Provided an update on the Master Plan for Aging as well as the Caregiving Subcommittee*
5. Consent Agenda
  - a. Approval of Meeting Minutes
    - i. January 24, 2025 Meeting
  - b. Commission Vacancies
    - i. Two (2) – Consumer Representatives (A)
    - ii. One (1) – Provider Representative (B)
      1. To be filled – pending Board of Supervisors appointment
        - a. Staff reported that Charlie Walker was appointed by the Board on 2/25. Staff invited Charlie to the meeting, but he did not respond.
    - iii. One (1) – Representative of Advocate Organization (C)

The County of Santa Cruz complies with the Americans with Disabilities Act. This meeting room is accessible for people with disabilities. If you wish to discuss reasonable modifications or accommodations, please call 454-4036 prior to the meeting. For the comfort of those with allergies and chemical sensitivities, please do not wear perfume or scented products to the meeting.

- c. Motion to approve Consent agenda was called by:
      - i. First/Second: Campbell/Sones
      - ii. Ayes: Taylor, Andersen, Arreola, Campbell, Sones
      - iii. Noes: none
      - iv. Abstain: Molesky
      - v. Absent: Auld (not present for vote)
    - d. Motion carried
  - 6. Guest Speaker: Tracey Heggum, Adult Protective Services
    - a. Heggum presented information on Mandated Reporter
    - b. See attached presentation for information for information that was presented.
  - 7. Regular Agenda – Action Items
    - a. Recruitment Strategies: IHSS Advisory Commission Vacancies
      - i. Strategies suggested:
        - 1. Have Zach Johnson recruit new commission members at his Senior's Council work group.
        - 2. Sones to reach out to Senior Disability Providers group to let them know of the Advocacy seat.
        - 3. Staff to develop digital flyer for Commission's social media page.
        - 4. Booth at "Day at the Park", April 26<sup>th</sup> in San Lorenzo Park - Taylor and Campbell will be at the booth to recruit new commissioners.
        - 5. Taylor to compose a recruitment letter, Anderson will post it in Shared Adventures newsletter.
      - ii. The commission inquired on the appointment process for new commissioners.
        - 1. Staff provide info the application and appointment process. Informed that at times, Board of Supervisor staff have reached out to seek input from staff regarding an applicant, but this is rare as most of the time, staff is not aware of a new commissioner until after the Board has appointed them.
        - 2. The commission discussed the need to have more input on who is appointed to the commission. They would like to vet the applicant before they are appointed.
      - iii. Motion to write a letter to Board of Supervisors proposing that prospective commission members attend one commission meeting to have members judge their suitability; letter is to be written by Taylor.
        - 1. First/Second: Molesky, Auld
        - 2. Ayes: Molesky, Auld, Andersen, Sones
        - 3. Noes: Taylor, Campbell, Arreola
        - 4. Abstain: None
      - iv. Motion carried.
    - 8. Regular Agenda – Information Items

- a. Information Sharing
  - i. Announcements- None
  - ii. Topics & Speakers
    - 1. Tentative Schedule
      - a. March 28, 2025 – Golden PACE Health
      - b. April 25, 2025 – IHSS Provider Trainings, Health Project Center
      - c. To be scheduled:
        - i. Senior Network Services: Caregiver Matching
        - ii. Goal Setting Facilitator/Data Collection
- b. Staff Updates:
  - i. April 25, 2025, IHSS Advisory Commission Meeting
    - 1. Change in Location: 1020 Emeline AVE, Building B, Santa Cruz.
    - 2. Election of Officers
    - 3. Meeting Schedule 2025-2026
  - ii. Commission Staff Transition
    - 1. Elizabeth Byrd to take over staffing the commission in April.
- c. Remote Participation Updates
  - 1. Staff provided info on recent legislative changes for remote participation for commission meetings.
  - 2. Auld suggested to add item to agenda for the commission to discuss how to allow public to attend remotely.
- d. IHSS Consumers
  - i. No comments from consumers
- e. IHSS Providers
  - i. Arreola reported on a presentation she did in Spanish.
- f. IHSS Program and Public Authority Updates
  - i. Staff reported that there were no updates from program as they are waiting to see what happens with the executive orders; Alicia Morales plans to attend the next meeting.

## 9. Report Outs

- a. Legislative
  - i. No report out.
- b. CICA Conference Calls
  - i. Campbell joined, reported on increasing hate crimes against disabled.
- c. Commission on Disabilities
  - i. No report out

d. Seniors Commission

i. October 15, 2024, Meeting Minutes

10. Future Agenda Items

a. Public participation at Commission meetings

11. Correspondence

a. Email from S. Auld regarding Brown Act

b. Email from S. Auld regarding CICA Meeting Materials

12. Adjournment

a. Meeting adjourned at 2:58pm

**Next Regular Meeting:** March 28, 2025, 1:00PM – 3:00PM @ 1400 Emeline AVE, Building K, Room 206, Santa Cruz.

**Minutes approved by Commission on March 28, 2025; submitted to Board of Supervisors on April 1, 2025.**



County of Santa Cruz

# Adult Protective Services Mandated Reporters Training

CA Welfare and Institutions Code 15630-15632  
Updated 02/13/2025



## Who we serve

Older or dependent adults who may be experiencing abuse, neglect, exploitation or self-neglect

- Over **age 60**
- Age 18-59 who are **unable to independently** meet basic needs due to physical/mental impairments
  - Protective issue **relates to the dependency**
- Residence within county and not in a licensed facility
- Consent to services

## Who makes APS referrals?

### **Mandated Reporters**

- Medical providers
- Law enforcement
- Social Workers
- Financial Institution
- Caregivers
- Clergy
- Other county agency
- Social service providers

### **Non-Mandated Reporters**

- Neighbors
- Family members
- Church community
- Self-referrals
- Landlords
- Business owner
- Concerned citizen
- Anonymous



# Mandated Reporters

**Any person with responsibility for care or custody of an elder or dependent adult**

...any protective, public, sectarian, mental health or private assistance or advocacy agency providing health or social services to elders or dependent adults



# Types of Abuse

## Self-Neglect

- Residence
- Physical Care
- Financial



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## Abuse by Others

- Physical Abuse
  - Assault
  - Over/Under Medication
  - Constraint/Deprivation
- Financial Exploitation
- Sexual Abuse
- Psychological/Mental Abuse
- Isolation
- Neglect
- Abandonment
- Abduction



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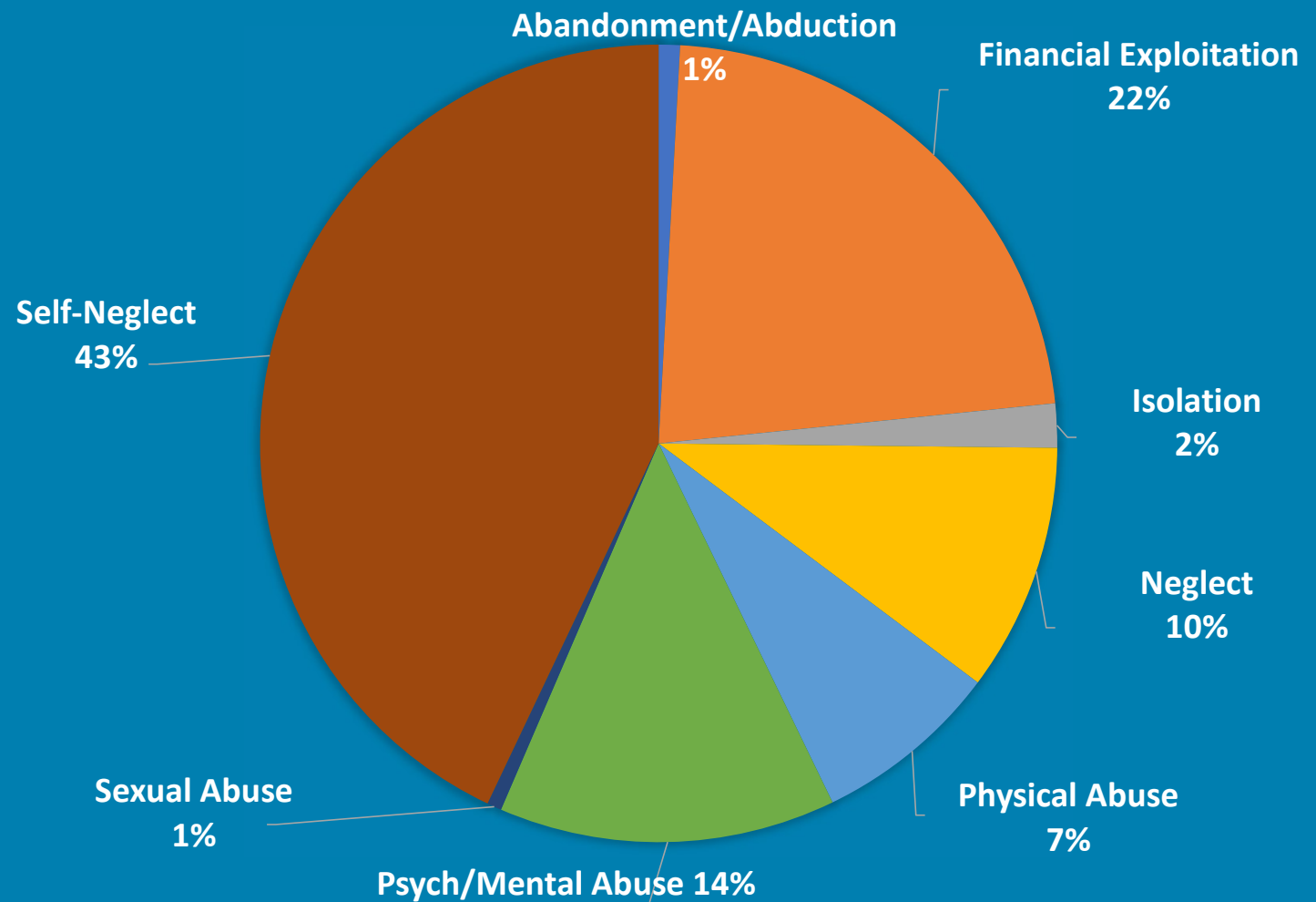
## Indicators of self-neglect

- Extreme or sudden weight loss
- Missing appointments
- Hoarding
- Unpaid bills (even though they have finances)
- Frequent ER visits
- Wandering
- Failed housing inspection
- Multiple AMR calls
- Refusing necessary care
- Unsafe or unable to meal prep
- Failing to bathe or perform self-care (like they used to)
- Sudden shifts in values, desires, activities

## Indicators of abuse

- Bruising or abrasions
- Medication or money goes missing
- Sexually transmitted infections
- Presents as fearful or withdrawn with person
- Not allowed at appointments alone
- Prevented from contacting loved ones
- Untreated pressure ulcers
- Unexplained changes to finances
- Demeaning language or text messages
- Skin exposed to feces/urine
- Others talk over them
- Suspicious financial transactions

# Allegation Types Reported 2024



## Who we are

### ➤ Roles in APS

- Senior Social Worker
  - Intake
  - Investigators
  - Longer Term Case Management
- Social Worker II
- PHN
- Supervisors

# Referrals

## APS Investigation Responses

- Ten Day
- Immediate
- No Ten Day
- Evaluate Out

# COLLABORATIONS

## Multi-Disciplinary Team (MDT)

- Healthcare
- Social services
- Behavioral Health
- Community Agencies

## Financial Abuse Specialist Team (FAST)

- Law enforcement
- District Attorney
- Court Investigators
- Ombudsman

## Home Safe

- CDSS
- Housing For Health
- CAB
- Abode

## Longer Term Case Management (LTCM)

- Case Managers
- PHNs
- Public Guardian
- ECM/MSSP



## **Confidentiality and Privacy**

- ✓ Identity of ALL reporters protected unless waived
- ✓ Adults have the right to privacy and client must consent to APS sharing information
- ✓ Participation in MDT does not entitle an agency to confidential information



## Making an APS report

- Phone: (831) 454-4101
- Email: [aps@santacruzcountyca.gov](mailto:aps@santacruzcountyca.gov)
- Fax: (831) 454-4676
- Online: [ReportToAps.org](http://ReportToAps.org)
- Office visit

**Consultations Encouraged!**

# Questions?

Thank You

