

Quality and Productivity Commission
34th Annual Productivity and Quality Awards Program
“Leading with Excellence”

2021 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12-point font):

NAME OF PROJECT: APS LAW ENFORCEMENT LIAISON PROGRAM

DATE OF IMPLEMENTATION/ADOPTION: JANUARY 2020

(Must have been fully implemented for a minimum of at least one year - on or before July 1, 2020)

CHECK HERE IF THIS PROJECT IS BEING SUBMITTED FOR THE COVID-19 IMPACT AWARD ONLY. (Projects must be implemented on or before December 31, 2020. **Note:** Projects implemented less than one year ago will not be eligible for any other PQA awards. In addition, once a project is submitted, you cannot submit the same project for awards consideration in subsequent years).

PROJECT STATUS: Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes No

EXECUTIVE SUMMARY: Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1
2 The APS Law Enforcement Liaison (LEL) program is a dedicated unit designed to
3 support and facilitate the critical function of mutual case investigation of elder and
4 dependent adult abuse cases mutually involving Adult Protective Services and Local
5 Law Enforcement. The unit, which consists of a manager and a law enforcement liaison
6 is responsible for a diverse range of duties including liaison and training services for
7 members of the criminal justice system including Law Enforcement personnel, District
8 and City Attorney Offices and Investigators. The main role of the APS Law
9 Enforcement Unit is to help bridge the gap between APS personnel and law
10 enforcement agencies by acting as a central liaison between APS Staff and Law
11 Enforcement to ensure improved casework and resolution for vulnerable elder and
12 dependent adult victims of abuse. Since the onset of the program, 35 criminal justice
13 related specialized trainings, rollcalls, and events have been conducted in addition to
14 over 500 APS Social Worker requests for assistance pertaining to APS cases in need of
15 law enforcement intervention.

BENEFITS TO THE COUNTY

| (1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE | (2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS | (3) ACTUAL/ESTIMATED ANNUAL REVENUE | (1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT | SERVICE ENHANCEMENT PROJECT |
|---|--|---|--|-------------------------------------|
| \$ NA | \$ NA | \$ NA | \$ NA | <input checked="" type="checkbox"/> |

ANNUAL = 12 MONTHS ONLY

| | | |
|--|--|---|
| SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Workforce Development and Aging and Community Services 510 S. Vermont Los Angeles, CA 90020 | | TELEPHONE NUMBER 888-211-0644 |
| PROGRAM MANAGER'S NAME Richard Franco rfranco@wdacs.lacounty.gov | | TELEPHONE NUMBER 323-806-6403 EMAIL |
| PRODUCTIVITY MANAGER'S NAME AND SIGNATURE (PLEASE CALL (213) 893-0322 YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Stephanie Maxberry 6-23-2021 <i>Stephanie Maxberry</i> | | TELEPHONE NUMBER 213-738-2015 EMAIL SMAXBERRY@WDACS.LACOUNTY.GOV |
| DEPARTMENT HEAD'S NAME AND SIGNATURE Otto Solorzano <i>Otto Solorzano</i> | | TELEPHONE NUMBER DATE 06/25/2021 |

ELECTRONIC, WET, OR SCANNED SIGNATURES ARE ACCEPTABLE

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1st FACT SHEET – LIMITED UP TO 3 PAGES ONLY: Describe the **challenge(s), solution(s), and benefit(s)** of the project **to the County**. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success **and specify assessment time frame**. Use Arial 12 point font.

I. Challenge/Problem:

Law Enforcement and the Criminal Justice System plays a significant role in the investigation and criminal prosecution of individuals who have been reported to have allegedly perpetrated abuse against a vulnerable senior or dependent adult. Historically, Law Enforcement agencies have been reluctant to pursue comprehensive investigations of elder and dependent adult abuse matters often due to a lack of awareness of statute and overall understanding of the crime. In an effort to help bridge this gap, on January 13, 2020, APS management instituted the Law Enforcement Liaison position and process in order to help facilitate the investigation of criminal cases assigned to our APS Social Worker staff and to expediting case resolution to APS clients.

II. Solution/Benefits

The APS Law Enforcement Liaison role, which is served by a Social Services Supervisor, performs the following crucial functions:

- Intervenes and investigates complicated APS cases in which Law Enforcement response and follow-through is required to facilitate and resolve abuse and neglect issues of APS clients. These matters are referred to the Law Enforcement Liaison by APS Line Operations Social Workers in order to expedite response and intervention in complicated cases of abuse.
- Represents the Department/APS at case conferencing meetings such as the Elder Abuse Forensic Center, Elder Death Review, and various multi-disciplinary teams to advocate for APS and Law Enforcement cooperation and collaboration.
- Works in collaboration with LA District Attorney’s Office Elder Abuse Detail to facilitate APS case resolution on APS potential cases or cases that have been referred for criminal prosecution.

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II. Solutions/Benefits: (Continued)

- Conducts outreach and education to all Law Enforcement Agencies in Los Angeles County. These activities are scheduled as part of Law Enforcement’s ongoing/routine roll calls, as well as other Law Enforcement gatherings, events, and specialized trainings.
- Meets with high-level employees of Law Enforcement (County, City, municipalities) to discuss high-level systems issues impacting elder and dependent adult abuse, neglect, and exploitation matters.

III. Outcomes Achieved

- The APS Law Enforcement Liaison (LEL) has significantly aided in bridging the gap between APS personnel and Law Enforcement agencies. APS staff have lauded their experiences with the LEL program and the expert collaboration and coordination efforts of the Liaison. Similarly, Law Enforcement personnel have provided positive feedback and expressed appreciation for the liaison services provided by the Law Enforcement Liaison thus far. Since January 13, 2020, the LEL has provided/participated in approximately 35 criminal justice related specialized trainings, rollcalls, and events. Additionally, the LEL has received and aided with over 500 requests for assistance pertaining to APS cases and/or Law Enforcement related matters. Examples of cases that were expedited and resolved due to the LEL program are available for review upon request.
- Activities of the LEL Team creates a more efficient and expedited investigation of APS cases referred to the LEL Team. The work of the liaison expedites case activity and case solution, allowing for APS staff to dedicate more of their time to other cases that do not require law enforcement intervention.

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Linkage to the County Strategic Plan – 1 page only. Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12-point font.

The APS LAW ENFORCEMENT LIAISON PROGRAM was fully aligned with the County mission to establish superior services that improves the quality of life for the people and communities of Los Angeles County.

The specific Strategies have been met as follows:

Strategy III.3 – Pursue Operational Effectiveness, Fiscal Responsibility and Accountability - Continually assess our efficiency and effectiveness, maximize and leverage resources, and hold ourselves accountable.

In terms of Operational Effectiveness, the implementation of the APS LAW ENFORCEMENT LIAISON PROGRAM promotes intergovernmental cooperation and coordination as well as overall operational effectiveness and efficiencies in ensuring the safety and well-being of vulnerable older and dependent adults in Los Angeles County and increased access to law enforcement support for APS staff in resolving challenging APS case matters.

Strategy I.2 Enhance our Delivery of Comprehensive Interventions- Deliver comprehensive and seamless services to those seeking assistance from the County.

In terms of enhancing service delivery and interventions, through the APS Law Enforcement Liaison Program it has facilitated the development of invaluable relationships with members of law enforcement, the City Attorney’s Office, the District Attorney’s Office, and many other agencies, which has significantly aided in the investigation of APS cases. Subsequently, this program has resulted in improved collaboration and client incomes and service delivery in the realm of elder and dependent adult abuse and protective services. Lastly, this program has successfully provided APS/elder abuse related training to Law Enforcement and continues to promote elder/dependent abuse Awareness to members of the criminal justice system, as well as many other agencies.

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COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY): If you are claiming cost benefits, include a calculation on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12-point font

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

Cost Savings: A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

Revenue: Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

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