



# City of San Antonio

## Agenda Memorandum

**File Number:**

---

**Agenda Item Number:** 3

**Agenda Date:** March 19, 2025

**In Control:** City Council B Session

---

**DEPARTMENT:** Department of Human Services

**DEPARTMENT HEAD:** Melody Woosley

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

Briefing and update on City of San Antonio training to recognize and report elder abuse.

**SUMMARY:**

This item provides an update on elder abuse training and reporting created by the Department of Human Services (DHS), in collaboration with Texas Department of Family and Protective Services Adult Protective Services Team (APS), in response to direction provided by the Public Safety Committee.

**BACKGROUND INFORMATION:**

In December of 2023, Councilmember Melissa Cabello Havrda authored a City Council Consideration Request (CCR) asking City of San Antonio Departments including the San Antonio Police Department, San Antonio Fire Department, Human Services, Neighborhood and Housing Services, and Metro Health, which come into contact with older adults, to report instances of elder abuse and neglect to the Texas Department of Family and Protective Services Adult Protective Services Team (APS).

The CCR was heard by the Governance Committee on April 17, 2024, and referred to the Public Safety Committee.

On August 20, 2024, the Public Safety Committee received information on existing law, as established in the Texas Human Resources Code and Texas Penal Code, as well as, current practices, including those provided by the San Antonio Police Department, Human Services. The Public Safety Committee was also briefed on the work of the Elder Abuse and Exploitation Taskforce, co-founded by Texas Senator Jose Mendez and Bexar County Judge Veronica Vasquez.

Following the briefing, the Public Safety Committee approved the staff recommendation to collaborate with Texas Department of Adult Protective Services (APS) to develop curriculum and implement training to forward facing City employees who are likely to have contact with older adults. Identified employees targeted for initial training included the San Antonio Police Department (SAPD), San Antonio Fire Department (SAFD), Department of Human Services (DHS), Neighborhood and Housing Services Department (NHSD), San Antonio Metropolitan Health District (SAMHD), Parks and Recreation (Parks), 311, City Attorney's Office (CAO), Development Services - Code Enforcement Division (DSD), and Animal Care Services (ACS).

The Public Safety Committee also requested that an update be provided to the full City Council at a "B" Session.

**ISSUE:**

In collaboration with APS, DHS created and launched virtual training designed to prepare City of San Antonio employees to recognize and report suspected elder abuse, fraud, and neglect.

Staff from Human Services, SAPD, SAFD, NHSD, SAMHD, Parks, 311, CAO, DSD, and ACS received the training link on February 13, 2025, with a goal to complete the first round of training by May 2, 2025.

Human Services is tracking training completion rates and working with respective departments to ensure 100% completion. Once the initial cohort of training is completed, the training will be rolled out citywide.

**ALTERNATIVES:**

Not applicable.

**FISCAL IMPACT:**

Not applicable.

**RECOMMENDATION:**

Not applicable.