

County of Santa Cruz
Human Services Department

FY 2011-12
Annual Report



Serving people in need in Santa Cruz County

Director's Message

The Human Services Department is proud to serve the Santa Cruz County community. The Department provides a wide range of safety net services to protect the county's most vulnerable populations and provides assistance to individuals and families struggling to make ends meet in difficult economic times. This report provides an overview of the many ways the Department served residents of Santa Cruz County in FY 11-12 and also includes strategic priorities for the year that lies ahead.

With the lingering recession, the County's unemployment rate remained high in FY 11-12. The annual average unemployment rate for the County was 12.1% and in April 2012 the Watsonville area rate reached 24.7%. Individuals and families continued to struggle with poverty and unemployment and over 57,000 people, or one out of five County residents, received benefits from one or more public assistance programs, including CalFresh (formerly known as Food Stamps), Medi-Cal and CalWORKs. To meet the ongoing high demand for safety net services, the Department promoted self service options offering greater access to services, including 24/7 access to public assistance information and applications through www.benefitscalwin. We also worked with our partners in the community to protect vulnerable children, the elderly, and dependent adults at risk of abuse and, in partnership with the local business community, we promoted employment and job training opportunities for the unemployed. With enhanced technology, the Department's public website was also upgraded making information about our programs and services more easily accessible to the public.

As Director, I am proud of our dedicated staff and their commitment to ensure that critical safety net services are there for people in need in our community. In the coming year, we will continue to work to lift individuals and families out of poverty and improve the quality of life for residents of Santa Cruz County.

Cecilia Espinola, Director
Human Services Department



Cecilia Espinola
Director

County of Santa Cruz
Human Services Department

Our Vision

Every child, adult, and family in Santa Cruz County is safe, healthy, and financially secure.

Our Mission

We strengthen our community by protecting the vulnerable, promoting self-sufficiency, alleviating poverty, and improving the quality of life.

We Value:

- ◆ Excellent Service
- ◆ Compassion
- ◆ Integrity
- ◆ Partnerships
- ◆ Effective Practice



We are dedicated to making a difference for people in need in our community.

FY 2010-13 Strategic Plan FY 2011-12 Accomplishments

In FY 2011-12 the Human Services Department made significant progress implementing strategies to better serve our clients. The following are some of the accomplishments supporting the Strategic Plan goals:

Strengthened Community Supports

- ◆ Participated in county-wide effort to provide Positive Parenting parent education to child welfare families.
- ◆ Increased the number of foster families willing to provide a forever home to children in foster care.

Provided Self Service Options

- ◆ Launched CalWORKs online application and continued to promote BenefitsCalWIN online applications for CalFresh and Medi-Cal.
- ◆ Offered 24/7 telephone access to public assistance benefit information with automated phone system.
- ◆ Launched a new system for In-Home Supportive Services (IHSS) to ease enrollment for providers.

Conducted Outreach to People in Need

- ◆ Partnered with community based organizations to promote increased participation in CalFresh.
- ◆ Implemented Early Alert system to support workers, avoid lay offs, and provide transition services.

Coordinated Seamless Services

- ◆ Increased number of CalWORKs families co-enrolled in Workforce Investment Act (WIA) activities.

Improved Access to Information & Data

- ◆ Enhanced client data reports to promote efficiencies and better serve clients.



*Dedicated to making a difference
for people in need in Santa Cruz County*

Created New Paths to Employment

- ◆ Provided skill assessment workshops to help job seekers upgrade or learn new job skills.
- ◆ Worked with businesses and community partners to promote local support for Summer Youth Employment Program.
- ◆ Provided online training opportunities for laid off workers and mobile workforce services for employers.

Prepared for Health Care Reform

- ◆ Worked with the Health Services Agency to launch MediCruz Advantage, a new low income health program for Santa Cruz County residents.

Human Services Department Overview

Our Goals

Increase
economic potential
and decrease
poverty

Reduce
abuse and neglect

Improve
well being and
quality of life

Improve
health and mental
health

Snapshot of What We Do and Who We Serve



37,410

Provided Medi-Cal benefits to 37,410 people every month



21,000

Provided CalFresh benefits to 21,000 people every month



14,167

Served 14,167 job seekers at three Career Centers



3,027

Received 3,027 reports of child abuse/neglect



627

Responded to 627 reports of elder abuse/neglect



2,344

Provided In-Home Supportive Services to 2,344 seniors & dependent adults every month



51

Assisted 51 children with adoptions.

Family and Children's Services Division

FY 2011-12 Program Highlights

- ◆ Implemented strategies identified in the new System Improvement Plan, a strategic plan for the local child welfare system mandated by the state.
- ◆ Continued to recruit new foster homes and provide enhanced resource home support services through community based providers.
- ◆ Began to provide specialized developmental assessments, home visiting and therapy services to young children affected by their parents' methamphetamine use through the Leaps & Bounds program.
- ◆ Continued to participate in county-wide effort to provide Triple P evidence-based parent education services to child welfare families
- ◆ Under the new State law AB 12, provided voluntary placement and support services to foster care youth over the age of 18 and continued efforts to increase housing options for foster youth.

Strategic Priorities for FY 2012-13

- ◆ Continue to provide specialized developmental assessments, home visiting and therapy services to young children affected by their parents' methamphetamine use through the Leaps & Bounds program.
- ◆ Expand Extended Foster Care services for youth over 18 years of age and establish a licensed Transitional Housing Program Plus foster care program.
- ◆ Continue efforts to increase the number of resource families willing to provide a permanent home for children and provide support to resource families.
- ◆ Implement a redistribution of social work tasks to better serve children and families, increase efficiencies, and streamline practice.

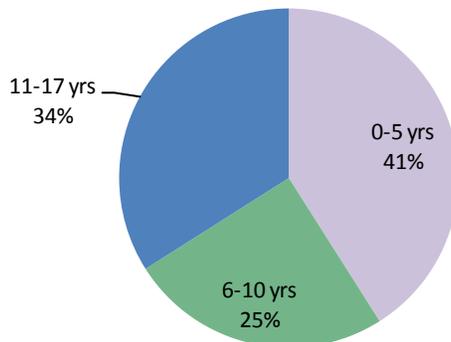
Protecting children from abuse & neglect and strengthening families

Child Welfare Services

Family & Children's Services is required by State and Federal law to provide child welfare services to children who have been abused, neglected, or who are at risk of abuse or neglect.

Emergency Response Dependency Investigations	FY 11-12
Abuse/Neglect Referrals (families)	3,027
Children Referred (unduplicated)	2,920
Children with Substantiated Referrals (unduplicated)	465

Percent of Children with
Substantiated Referrals by Age



Types of Child Welfare Services

- ◆ *Emergency Response & Dependency Investigations*
- ◆ *Family Maintenance or Family Preservation*
- ◆ *Family Reunification & Permanency Planning*
- ◆ *Licensing & Adoptions*



Supportive Adolescent Services

Supportive Adolescent Services is a collaborative program that offers a broad continuum of services including specialized social work and mental health services as well as independent living skills services to assist teens in accomplishing their educational and employment goals. Transitional housing and other specialized services are provided to assist youth in the transition to an independent adult life.

Estimated Number of Youth Served in FY 11-12:

Independent Living Program	150 youth
Transitional Housing Program	30 youth

Promoting permanent homes and permanent relationships for children

Foster Care

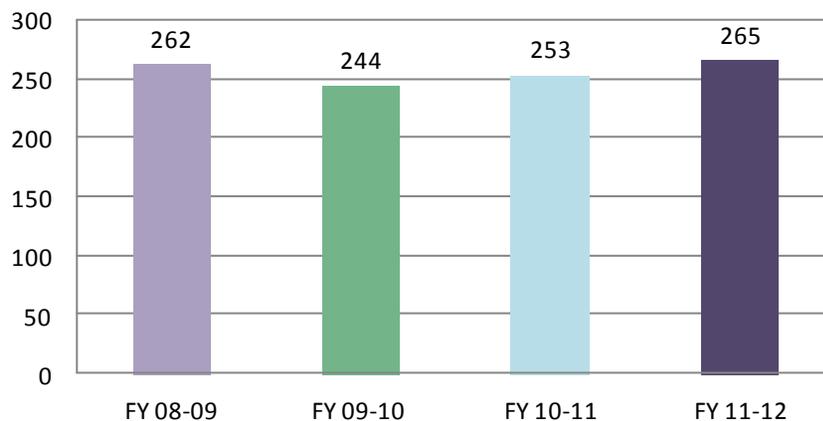
Foster parents and relative caregivers, also known as resource parents, are a very important source of support for children when they are not able to remain safely in their own homes. They share their lives with children in need and provide a nurturing stable home environment for children while their parents receive counseling, parenting education and other services to enable them to be reunited with their children.



In any given month, approximately **265** children were in out-of-home placement and about half were placed with relatives. Approximately three out of four children were placed with some or all of their siblings.

If parents cannot provide a safe environment, the children must be placed in foster care or relatives' homes until they can safely be returned to their own homes or placed with an adoptive family.

Number of Children in Foster Care
Monthly Average



Forever Families Adoption Program

As a licensed Adoptions Agency, we place children in permanent homes. Services include the recruitment and screening of prospective adoptive parents, finalizing adoptions, and providing post adoption services, including the Adoption Assistance Program (AAP). We also provide services for children whose parents voluntarily relinquish their parental rights.

Adoptions & Adoption Assistance	FY 11-12 Estimates
Finalized Adoptions	51
Adoption Assistance Cases	528

Reducing risk factors for abuse and neglect

Prevention & Early Intervention Programs

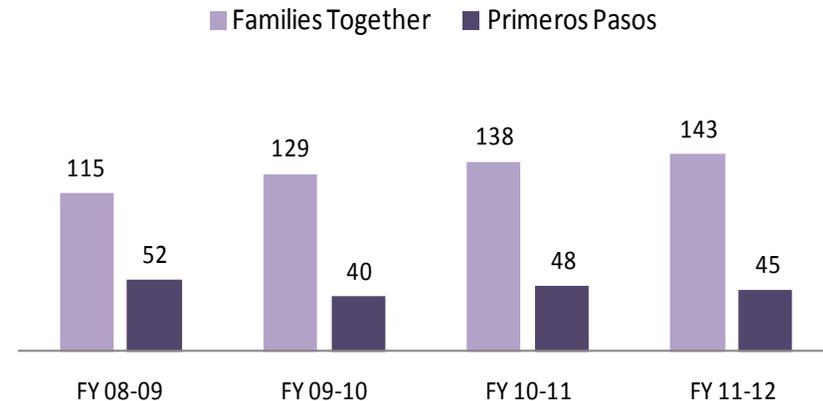
Child welfare prevention and early intervention programs serve nearly 200 families in FY 11-12. These programs, operated by partner agencies, offer supportive services and provide resources to struggling families *before* they become involved with the child welfare system (CWS).



Families Together serves pregnant women and families who have at least one child under the age of five. High risk families that are referred to child welfare but do not meet criteria for CWS are eligible to participate. The program is a collaborative effort between First Five, Santa Cruz Community Counseling Center, and the Human Services Department.

Primeros Pasos serves Latinas who are pregnant and/or have a young child and are struggling with substance abuse issues. Grant funding supports this program led by the Santa Cruz Community Counseling Center.

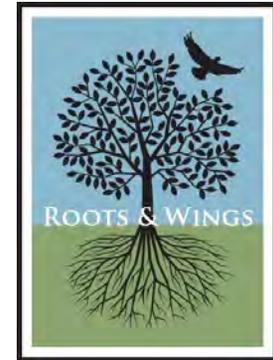
Families Served By
Prevention Programs



Reducing risk factors for abuse and neglect

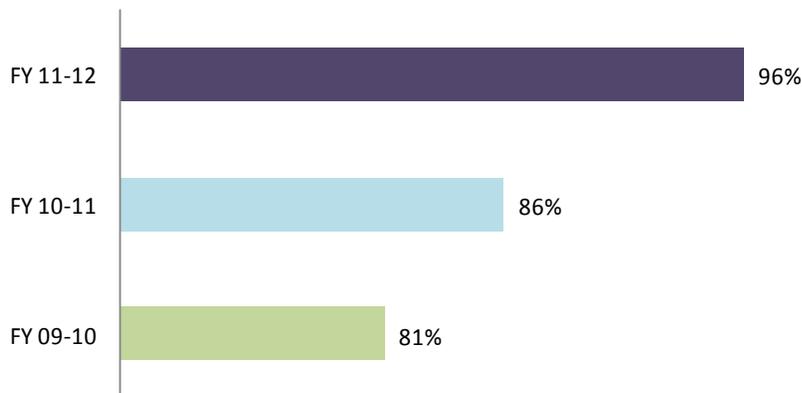
Roots & Wings

With the support of a five-year federal grant, the Roots and Wings program has enabled Family & Children's Services to reach out to the community to recruit more foster parents in neighborhoods throughout the County so children in foster care are ensured the opportunity for a permanent home. The program also provides enhanced support to all resource parents to promote lifelong connections.



Focused on community based solutions, Roots & Wings helps children develop strong roots to their families, communities, and cultures to help them thrive and give them wings to fly.

Satisfaction With Caregiver Role



Resource Family Liaisons are stationed at Live Oak Family Resource Center and La Manzana Community Resources in Watsonville. They provide intensive supportive services to foster parents and relative caregivers, including:

- ◆ Home visits
- ◆ Referrals to support groups and mentors
- ◆ Trainings and workshops

In FY 11-12, approximately **200 resource families** were served by Roots & Wings Resource Family Liaisons.

Roots & Wings staff also work to recruit new foster parents, especially for older and hard to place youth, so that children in foster care can remain in their own neighborhoods, attend local schools, and maintain familiar community supports. 10

Reducing risk factors for abuse and neglect

Leaps & Bounds

The Leaps & Bounds program is designed to support the healthy development of children 0 to 5 years of age whose parents are recovering from methamphetamine or other drug use and who are participating in the County's Dependency Drug Court Program. The program provides an array of services to strengthen bonds between parents and their children. Staff work with parents to help them gain an understanding of children's developmental needs and provide support and parenting education through home visits.



**Leaps & Bounds
Children & Families Served**

Client Type	Total Served
Children	43
Adults	30
Families	29

Leaps & Bounds is funded with a four-year federal grant from the Substance Abuse and Mental Health Services Administration grant. The program is a collaborative effort of the Human Services Department, the Health Services Agency Alcohol and Drug Programs, First 5 Santa Cruz County and the Parents Center.

Program Interventions

- ◆ **Promoting First Relationships** is the training curriculum used to promote attachment and positive parent-child interactions for children 0 to 3 years of age.
- ◆ **Ages & Stages Screening** tools focus on developmental areas of communication, fine and gross motor, problem-solving, and personal-social and social-emotional behaviors.
- ◆ **Parent-Child Interactive Therapy** is an evidence-based program addressing young children's behavior problems and dysfunctional attachment with parents.
- ◆ **Home Visits** engage parents in activities with children to promote healthy growth and development and strengthen attachment bonds.



Adult & Long Term Care

FY 2011-12 Program Highlights

- ◆ Implemented new online In Home Supportive Services (IHSS) provider enrollment system called REVA (Registration, Enrollment, Verification, and Appointment) to facilitate enrollment process for new providers.
- ◆ Implemented an assessment tool to streamline IHSS casework and help meet state regulatory requirements.
- ◆ Provided professional development opportunities for staff through Boston University's Institute for Geriatric Social Work program.
- ◆ Assumed responsibilities for IHSS Registry from a community partner and therefore now register potential providers to be of services to IHSS recipients.

Strategic Priorities for FY 2012-13

- ◆ Explore realignment opportunities for Adult Protective Services (APS).
- ◆ Refine APS screening procedures to enhance risk assessment for prioritization of APS referral responses.
- ◆ Expand Veterans Services Representative staff to respond to growing needs of Veterans in our community.
- ◆ Work with local managed care entity to enhance case coordination activities for IHSS.
- ◆ Create efficiencies to enhance timely access to IHSS services.

Protecting the elderly and disabled from abuse and neglect

Adult Protective Services

Adult Protective Services (APS) is a state mandated program that provides investigation and intervention services to protect elderly or dependent adults who may be victims of physical, emotional, or financial abuse or neglect or who may be self-neglecting due to physical or mental decline.

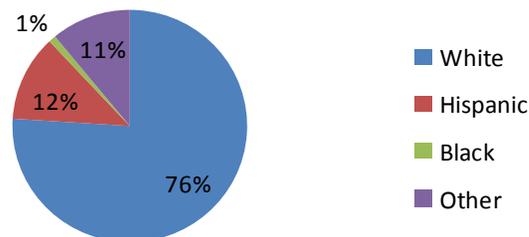
Approximately three-quarters of the people referred to APS are elders with the remaining one-quarter dependent adults.

In FY 11-12, APS responded to 627 reports of adult or elder abuse and neglect and served 601 cases. Approximately 350 received an in person investigation.



Adult Protective Services	FY 11/12
Abuse/Neglect referrals	627
Abuse/Neglect cases	601
Abuse/Neglect in person investigations	358

APS Cases
By Ethnicity



Elder Financial Abuse

Financial exploitation of elderly and dependent adults continues to be a growing concern, representing **31%** of reports of abuse by others. APS works with the District Attorney's Office and law enforcement as members of the Financial Abuse Specialist Team (FAST) to respond to reports of elder financial abuse.

The FAST Team intervened in approximately **71** cases of financial exploitation of elderly and dependent adult residents of Santa Cruz County in FY 11-12. The FAST team's interventions resulted in the successful protection of **\$1 million** in assets belonging to elderly and dependent adults.

Helping seniors and people with disabilities stay safely in their homes

In-Home Supportive Services Program (IHSS)

The In-Home Supportive Services Program (IHSS) is a state mandated program that provides assistance to a monthly average of 2,344 low income frail elderly adults and disabled persons of all ages to enable them to remain safely in their own homes. The need for out-of-home care can often be prevented through provision of services that support daily living activities. For income eligible individuals, IHSS Social Workers conduct assessments and authorize payment for necessary services based on need.

IHSS provides a cost effective alternative to institutional care for the elderly and people of all ages with disabilities.

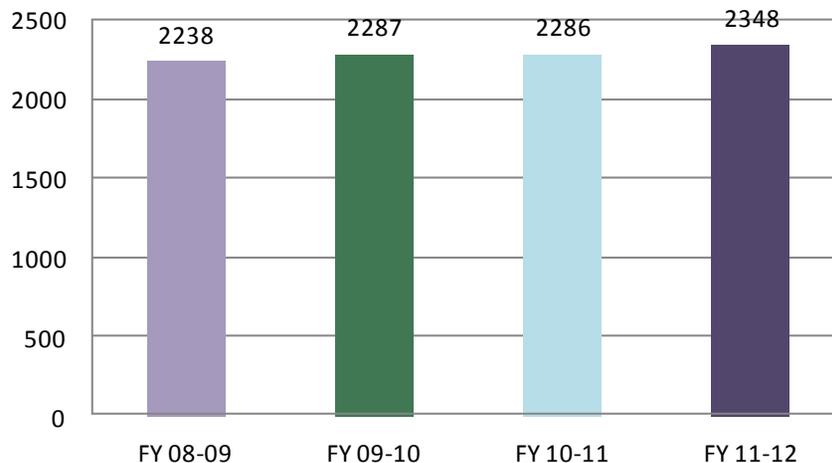
IHSS services are provided by approximately 1800 care providers every month and 93% work more than 25 hours per month. On a monthly basis, an average of 324 providers who met the eligibility requirements elected to participate in the health insurance program offered to providers.



In Home Supportive Services Support Activities of Daily Living

- ◆ Basic Housekeeping
- ◆ Meal Preparation & Clean-up
- ◆ Personal Care

Average Monthly IHSS Caseload



IHSS Provider Orientations

In FY 2011-12, 636 providers attended IHSS provider orientations.

Average Monthly Orientation Attendance

South County	45 providers
North County	25 providers

Helping local veterans access benefits and services



Veterans Services Program

The Veterans Services Office (VSO) provides a range of services to Santa Cruz County veterans and their families including helping veterans access benefits accrued from military service from local, state, and federal governments, providing information and referral and veterans' advocacy services, and providing claims and appeals assistance.

Santa Cruz County Veterans Center

Expanded space at 1040 Emeline made it possible to consolidate and enhance service coordination for veterans in Santa Cruz County. Several veterans service organizations that were displaced by the Veterans Memorial Building closure have staff located at the Veterans Center. The Santa Cruz County Veterans Advocate is available to assist local veterans and staff from the Paget Center, a VA funded emergency housing program, provide assistance to homeless veterans. With the Veterans Center up and running, more services and resources are available and in FY 11-12 there was a significant increase in the number of veterans served.

FY 11-12 Trends

- ◇ Increasing number of recently released veterans are seeking assistance in filing claims and appeals.
- ◇ More claims are being filed for non-service connected wartime pensions by WW II, Korean War and Viet Nam War veterans and surviving spouses.
- ◇ More Vietnam War veterans are filing claims for service connected disability compensation, non-service connected wartime pensions, and access to VA health care.
- ◇ More claims and appeals are being filed due to expanded eligibility for veterans with Post Traumatic Stress Disorder and new Agent Orange Related Diseases affecting Viet Nam War veterans.

Palo Alto Veterans Administration Medical Services

The VSO coordinates provision of medical services through the Veterans Administration (VA) to our most vulnerable veterans. In FY 11-12, the VSO arranged transportation for approximately **131** riders providing **89** round trips to the Palo Alto VA Medical Center.

Medical Outreach Team

The VA Medical Outreach Team provides initial access to VA healthcare, medical screenings, referrals to medical and mental health care specialists, and to substance abuse and rehabilitation programs with the Palo Alto VA Health Care System. In FY 11-12, the VSO hosted **52** outreach team visits providing assistance to **568** veterans.

Employment & Benefit Services Division

FY 2011-12 Program Highlights

- ◆ Integrated Workforce Investment Act service delivery into Employment & Benefit Services.
- ◆ Worked with the Health Services Agency to launch a new Low Income Health Program, known locally as MediCruz Advantage.
- ◆ Implemented additional enhancements and client access to online benefits applications and case information.
- ◆ Implemented SNAP-Ed Nutritional Education grant to increase participation in CalFresh and promote healthy food choices.

Strategic Priorities for FY 2012-13

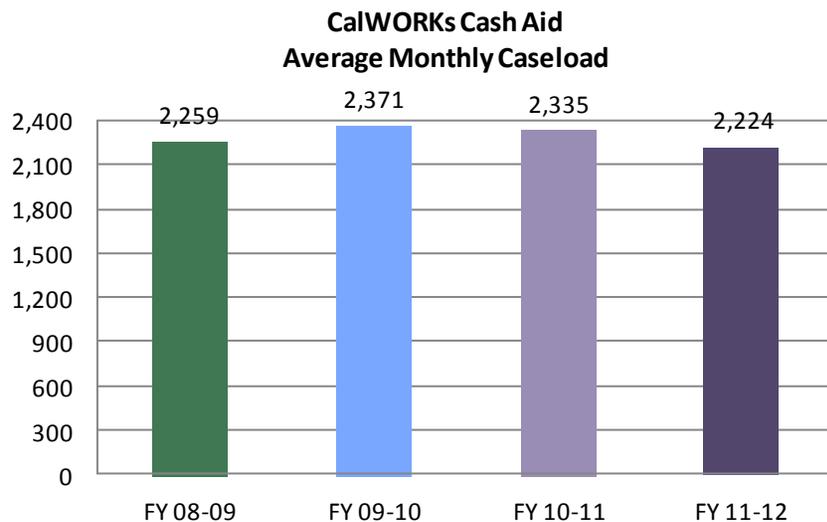
- ◆ Increase access to subsidized employment and other employment options.
- ◆ Increase the number of people receiving CalFresh (Food Stamps).
- ◆ Prepare for Health Care Reform and expanded role in eligibility determination.
- ◆ Implement additional enhancements and client access to online benefits applications and case information.
- ◆ Consolidate offices in South County to provide easier access to services for clients and promote efficiencies for staff.

Responding to meet basic needs during difficult economic times

CalWORKs & Welfare to Work

CalWORKs offers employment services and cash assistance to needy families who have children under 19 years of age. The program helps meet basic needs for shelter, food, clothing, while increasing job readiness skills. Most adult recipients must meet work participation requirements as a condition of receiving cash assistance. Effective in FY 11-12, the lifetime limit for cash aid benefits for adults changed from 60 to 48 months. Several CalWORKs regulatory changes are proposed in the state budget for FY 12-13.

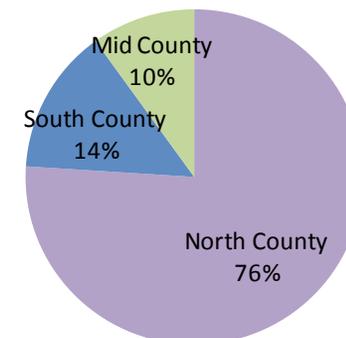
In FY 11-12, 1,215 people had active Welfare to Work cases and approximately 49% were exempt for good cause due to a disability or because they were caring for young children.



General Assistance

The General Assistance program is mandated by the State Welfare and Institutions Code. The program is 100% County funded and provides cash assistance to eligible disabled or unemployed county residents who are ineligible for other aid programs and provides disabled individuals with SSI application assistance. In FY 11-12, the average monthly General Assistance caseload was 196.

**General Assistance Recipients
By Geographical Area of Residence**



\$1.04 million in CalWORKs benefits were provided to county residents every month, or approximately ***\$12.5 million*** per year, in state and federal money that stimulates the local Santa Cruz County economy.

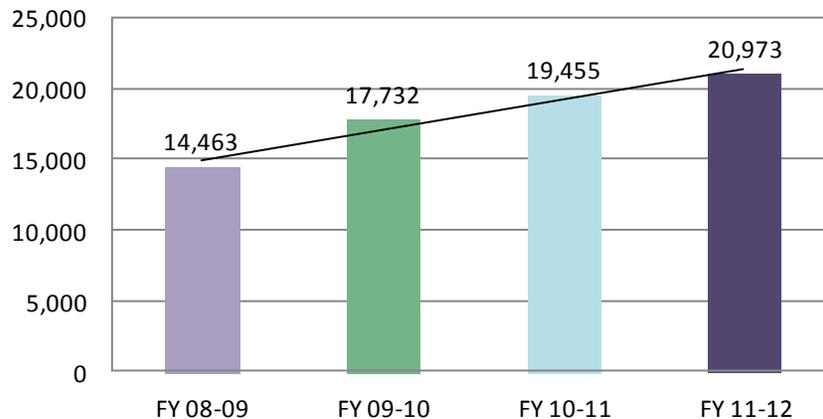
Working to ensure that no one goes hungry

CalFresh

CalFresh, formerly known as the Food Stamp Program, serves as the first line of defense against hunger. CalFresh benefits provide critical basic support to low income families and individuals enabling them to buy nutritious food with an Electronic Benefit Transfer card. Due to the lingering economic recession, CalFresh applications continued to increase in the 2011-12 fiscal year.



CalFresh
Average Number of People Served Monthly



www.mybenefitscalwin.org

The MyBenefitsCalWIN website provides information about public assistance benefits and the public can use the website's online application to apply for CalFresh, CalWORKs, and Medi-Cal 24/7.

*The County issued **\$2.94 million** in CalFresh benefits every month in FY 11-12.*

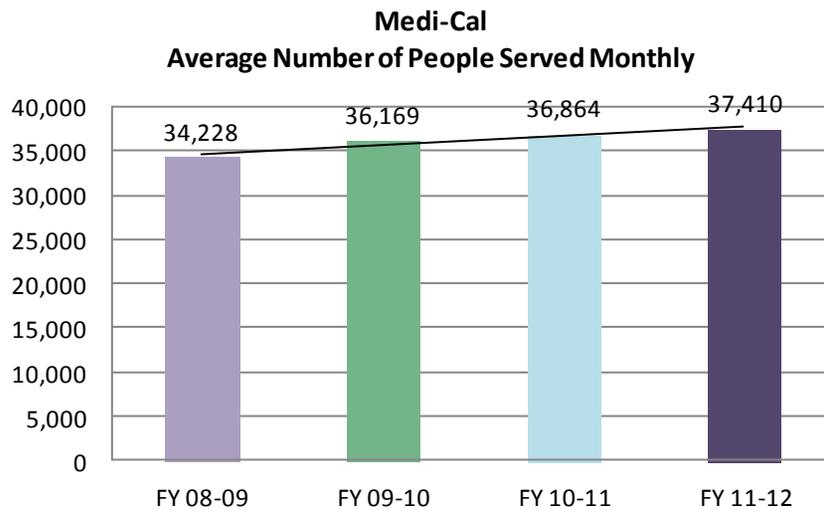
*Total CalFresh benefits issued for FY 11-12 was approximately **\$35 million**.*

In FY 2011-12, more than 57,000 people, or one out of every five county residents, received aid from one or more of our public assistance programs at some time during the year.

Providing medical insurance for needy families

Medi-Cal Program

The Medi-Cal program is a health insurance program for low income families and disabled and aged adults. The Central California Alliance for Health is the county's Medi-Cal managed care health plan that helps recipients access health care from local participating providers.



New Low Income Health Care Program MediCruz Advantage Launched in 2012

Working in partnership with the Santa Cruz County Health Services Agency, MediCruz Advantage was launched in January 2012.



MediCruz Advantage provides comprehensive health care and preventative services to county residents who are U.S. citizens or legal permanent residents, between the ages of 19 - 64, and do not qualify for Medi-Cal. The income criteria is 100% of the Federal Poverty Level.

*Medi-Cal is the largest public assistance program.
On a monthly basis, over 37,000 people were served by the Medi-Cal Program in FY 11-12.*

Workforce Investment Board

FY 2011-12 Program Highlights

- ◆ Awarded an Emergency Dislocated Worker grant that helped 110 local workers laid off due to business closures learn new job skills for employment.
- ◆ Served nearly 600 Adult and Dislocated Workers with 73% obtaining employment with a 85% retention rate and average 6 month wage gains of \$20,679 for Adults and \$17,624 for Dislocated Workers.
- ◆ Provided 80 workers with temporary employment in coastal recovery and clean-up projects at the Port District, and the cities of Capitola and Santa Cruz with Tsunami National Emergency Grant funds from the Department of Labor.
- ◆ Worked with local businesses and community partners to promote support for the 2012 Summer Youth Employment Program and employment opportunities for 100+ youth.

Strategic Priorities for FY 2012-13

- ◆ Align workforce development strategies to support economic development.
- ◆ Develop strategic relationships with educators, employers, and community partners to:
 - ⇒ Increase the skill levels of youth and adult job seekers.
 - ⇒ Increase support for the Summer Youth Employment Program.
 - ⇒ Create opportunities for employment, career mobility, and self-sufficiency.
- ◆ Increase efforts to streamline services with new mobile express lane services and online training opportunities.

Responding to the needs of local employers and local job seekers

Workforce Investment Board

The Workforce Investment Board (WIB) helps connect local job seekers with employers who are seeking qualified job applicants. Working with members of the business and education communities, local government, and community members, the WIB provides resources to respond to the needs of local employers and County residents seeking employment.

Adult & Dislocated Worker Services

In partnership with HSD Employment & Benefit Services, Shoreline Workforce Development Services, the Employment Development Department, Cabrillo College, Adult Schools and local partners, services and training scholarships were awarded to assist workers dislocated as a result of layoffs, plant closures, or downsizing. In FY 2011-12, there were 587 lay offs, compared to 297 in 2010-11.

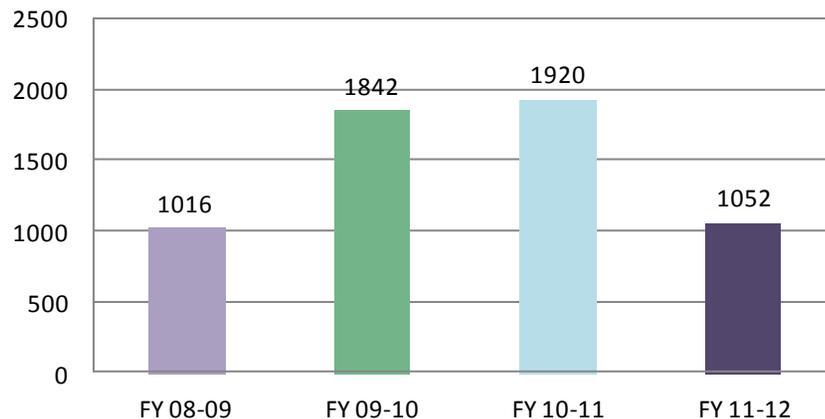


Santa Cruz County Unemployment Rates Remained High in FY 2011-12

While down from FY 2010-11, in April 2012 the County's unemployment rate was still well above the state's unemployment rate of 10.5 %.

- ◆ Santa Cruz County 12.0 %
- ◆ City of Watsonville 24.7 %

Participants in WIA Enrolled Services
Adults, Dislocated Workers, & Youth



Decline in WIA enrolled services is a result of the loss of American Reinvestment & Recovery Act (ARRA) funding.

FY 11-12 Youth Employment Services

- ◆ **212** low income youth, 14 to 21 years of age, received services through the WIA funded Sueños Program operated by Santa Cruz County Office of Education in FY 11-12.
- ◆ **50** youth, 14 to 24 years of age, were employed and participated in career readiness activities through the 2011 Summer Youth Employment Program.

Community Partners

In partnership with the community, we provide services that support and protect adults, children and families, the elderly and dependent adults and provide resources and job training opportunities for the unemployed.

In FY 11-12, the Human Services Department contracted with the following nonprofit agencies and organizations in our community to provide services and support to clients.

Cabrillo College	Santa Cruz Community Counseling Center
Child Development Resource Center	Santa Cruz County Office of Education
Community Action Board	Second Harvest Food Bank
Community Bridges	Senior Network Services
Court Appointed Special Advocates	Shoreline Occupational Services
El Pajaro Community Development Center	United Way of Santa Cruz County
Families In Transition	Walnut Avenue Women's Center
Homeless Services Center	Watsonville Law Center
Parents Center	Women's Crisis Support

In FY 11-12, the Human Services Department participated in collaborative workgroups to improve the quality of life for members of the Santa Cruz County community.

Child Welfare System Improvement Plan Steering Committee	Healthcare Outreach Coalition
Children's Network	Healthy Kids
Financial Abuse Specialist Team	Homeless Action Partnership
First Five Commission	United Way of Santa Cruz County
Go For Health Collaborative	2-1-1 Steering Committee

Together we work to promote the health and well-being of the people we serve, promote self-sufficiency, strengthen families, and create nurturing homes and safe communities.

Report Child Abuse
1-877-505-3299

Report Elder Abuse
1-866-580-4357

Contact the Human Services Department

Visit our website at www.santacruzhumanservices.org



For Public Assistance Programs, call the Benefits Call Center at 1-888-421-8080 or TTY 454-4763
Or
Apply for CalFresh, Medi-Cal, and CalWORKs Online at www.mybenefitscalwin.org

Family & Children's Services	1400 Emeline Avenue, Santa Cruz 12 W. Beach Street, Watsonville	454-4222 763-8800	TTY 454-4233
Adult & Long Term Care	1400 Emeline Avenue, Santa Cruz 12 W. Beach Street, Watsonville	454-4101 763-8800	TTY 454-4774
Employment & Benefit Services	1020 Emeline Avenue, Santa Cruz 119 and 18 W. Beach Street, Watsonville	888-421-8080	TTY 454-4763
Veterans Services	1400 Emeline Avenue, Santa Cruz 215 E. Beach Street, Watsonville	454-4761	CA Relay Service 711

Workforce Santa Cruz County Career Centers

Capitola

2045 40th Avenue
464-6286
TTY 464-4358

Shoreline Santa Cruz

350 Encinal Street
429-6415
CA Relay Service 711

Watsonville

18 W. Beach Street
763-8700
CA Relay Service 711

Dedicated to making a difference - Serving people in need in Santa Cruz County