

# PLANNING & EVALUATION



**George Malachowski,**  
Division Director

The Human Services Department's Planning & Evaluation Division collaborates with internal and external partners to inform and improve processes and outcomes for our programs. Integrity, equity, experience, transparency, accountability and inclusion drive our work, with a commitment to data driven decision making and innovation to improve services. We are currently comprised of three units:

## Business Analytics

We foster data driven decision making throughout HSD by providing reliable, complex and integrated information. Specifically, we provide all our department's programs with a range of products including data reports and dashboards, and we collaborate on program and systems evaluation.

## Program Integrity

We ensure the Human Services Department administers social services in accordance with local, state and federal regulations. This includes case verifications, a client's right to appeal and the safeguarding of public assistance funds through the prevention and investigation of welfare fraud. Additionally, all claims of civil rights violations and discrimination complaints are thoroughly investigated to ensure equity across all programs.

## Quality Improvement

We conduct mandated and non-mandated case reviews across the department. The Quality Improvement team collects and analyzes program and client data to support and inform areas of strength and areas needing improvement within each of the department's programs. The team also supports quality improvement efforts throughout the department.

## CONTACT US



To report suspected fraud to Program Integrity:

- CalWORKs or CalFresh, call (831) 454-4109
- Medi-Cal or In-Home Supportive Services, call (800) 822-6222 or email

[fraud@dhcs.ca.gov](mailto:fraud@dhcs.ca.gov) or visit the **Stop Medi-Cal Fraud** web page

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### Your Rights

If you believe you have been discriminated against or not been treated equally, contact the County Civil Rights Coordinator at **(831) 454-4117**.

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### Human Services Data

Contact us for more information about our social services data: [HSDdata@santacruzcountyca.gov](mailto:HSDdata@santacruzcountyca.gov)