

# Human Services Department Dashboard Methodological Notes

Contact [HSDData@santacruzcountyca.gov](mailto:HSDData@santacruzcountyca.gov) for any questions or support.

- All data is reported on a Santa Cruz County Fiscal Year, from July 1<sup>st</sup> to June 30<sup>th</sup>.
- Data is provided for the last five (5) completed Fiscal Years.
- Data is organized using the Results Based Accountability framework. More information about this framework may be found here:  
<https://clearimpact.com/solutions/results-based-accountability-resource-library/>

## **Data Sources**

- Data on Adult Protective Services comes from LEAPS.
- Data on MediCal, CalFresh, CalWORKS, and General Assistance come from the CalSAWS system.
- Data on Child Welfare comes from CWS/CMS.
- Data on Housing for Health comes from HMIS.
- Data on In Home Supportive Assistance comes from CMIPS II.
- Data on Public Guardian comes from Panasoft.
- Data on Veterans comes from VetPro.
- Data on Workforce Innovation and Opportunity Act comes from CalJobs.

Note: Though the dashboards generally follow a standard demographic format, in some cases a dashboard’s demographic categories may deviate from that standard due to the nature of the service area and/or the way the data are stored for that source.

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## Adult Protective Services Data Definitions

<i>Chart Title</i>	Data Definition
Clients Referred to an APS Investigation	Chart shows the number of adults with at least one referral that was investigated by APS each of the last five years.
Percentage of Allegations by Type	Numbers represent the percentage of all confirmed and inconclusive allegations that were due to self-neglect, psychological/mental abuse, financial exploitation, etc.
Age	Total adults referred to APS, by age group and fiscal year
Gender	Total APS clients referred, by gender and fiscal year
Race/Ethnicity	Ethnicity assignments are determined by evaluating the Race field in LEAPS/CMIPS II. Individuals are group into the following ethnicities: Hispanic, White, Other (anyone not Hispanic or White), and unknown.
Region	Clients are grouped by zip codes into the following areas:  Mid County- 95001, 95003, 95010, 95073 North County- 95005, 95006, 95007, 95017, 95018, 95041, 95060, 95061, 95062, 95063, 95064, 95065, 95066, 95067 South County- 95019, 95076, 95077
Language	Primary Language is self-reported during the intake process. Languages other than English or Spanish are grouped into the 'Other' category
Timely Response to Referrals	Responses are "timely" if they occur within 24 hours in the case of immediate threats or dangers, or within 10 days for

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	non-immediate threats. The state benchmark is 90% timely responses
Timely Risk Assessments	The risk assessment includes identification and evaluation of the risks factors that potentially impact the client's safety and urgency of the situation. "Timely" risk assessments must be completed within 21 days of the initial face to face visit.
Re-referral within 6 Months	Percentage of APS clients with a new referral within 6 months of last case closing date.

### CalFresh Data Definitions

Total Individuals Receiving CalFresh	Chart shows the total number of unique individuals who received CalFresh by fiscal year
Total Households Receiving CalFresh	Chart shows the total number of unique households who received CalFresh by fiscal year
Enrollees by Ethnicity	Ethnicity assignments are determined by evaluating two separate fields in CalSAWS: The Hispanic Indicator and the individual's Ethnicity Code. Individuals with a 'Hispanic/Latino' indicator, or individual ethnicities of 'Hispanic,' 'Other Hispanic,' or 'Mexican' are considered Hispanic or Latino.
Enrollees by Language	Primary Language is self-reported during the intake process. Languages other than English or Spanish are grouped into the 'Other' category.
Enrollees by Gender	Percentage of Clients who Received CalFresh by Gender Over Time
Enrollees by Age	Percentage of CalFresh individuals served, by age group

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Enrollees by Location	<p>Clients are grouped by zip codes into the following areas:</p> <p>Mid County- 95001, 95003, 95010, 95073          North County- 95005, 95006, 95007, 95017, 95018, 95041, 95060, 95061, 95062, 95063, 95064, 95065, 95066, 95067          South County- 95019, 95076, 95077</p>
Percentage of CalFresh Applications Processed on Time	CalFresh Timeliness is determined by the percentage of applications that are approved or denied within 30 days of the date of application (State Standard)
CalFresh Participation Rate	Participation Rate is the percentage of CalFresh recipients as a proportion of the eligible population (34,905 as determined by CDSS PAI method)
Total CalFresh Benefits Issued	This chart shows the combined total of all CalFresh benefits in dollars issued in the fiscal year

### CalWORKs Data Definitions

Total Individuals Receiving CalWORKs	Chart shows the total number of unique individuals who received CalWORKs by fiscal year
Total Households Receiving CalWORKs	Chart shows the total number of unique households who received CalWORKs by fiscal year
Enrollees by Ethnicity	<p>Ethnicity assignments are determined by evaluating two separate fields in CalSAWS: The Hispanic Indicator and the individual's Ethnicity Code.</p> <p>Individuals with a 'Hispanic/Latino' indicator, or individual ethnicities of 'Hispanic,' 'Other Hispanic,' or 'Mexican' are considered Hispanic or Latino.</p>
Enrollees by Language	Primary Language is self-reported during the intake process.

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	Languages other than English or Spanish are grouped into the 'Other' category.
Enrollees by Gender	Percentage of Clients who Received CalWORKs by Gender Over Time
Enrollees by Age	Percentage of CalWORKs individuals served, by age group
Enrollees by Location	<p>Clients are grouped by zip codes into the following areas:</p> <p>Mid County- 95001, 95003, 95010, 95073            North County- 95005, 95006, 95007, 95017, 95018, 95041, 95060, 95061, 95062, 95063, 95064, 95065, 95066, 95067            South County- 95019, 95076, 95077</p>
Percentage of CalWORKs Applications Processed on Time	CalWORKs Application Processing Timeliness by Fiscal Year, an application is considered timely if it is approved or denied within 30 days of the application submission.
Average CalWORKs Benefits per Household Per Year	This chart shows the average of CalWORKs benefits in dollars issued to households in the fiscal year
Total CalWORKs Benefits issued	This chart shows the combined total of all CalWORKs benefits in dollars issued in the fiscal year

### Family and Children Services Data Definitions

Referral Response	Shows the number of referrals received by the child abuse hotline during the fiscal year and how many warranted an investigation (or not).
Open Cases	Shows the number of children with child welfare cases open during the fiscal year, and how many of those cases involved the child going into foster care or remaining at home.

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Gender	Total boys and girls with a case open during the fiscal year.
Age	Total children within each age group that had an open case during the fiscal year.
Race/Ethnicity	Total children within race/ethnicity category that had an open case during the fiscal year. Race/ethnicity assignments follow California Dept of Social Services (CDSS) policy, e.g., "HISP/LATINO" includes any children marked as "Hispanic;" all other race categories are non-Hispanic. Populations with 10 or fewer children are not shown.
Geographic Region	<p>The chart shows the location of children with open cases in the fiscal year based on two location types: the child's address when the original referral was made and the child's most recent location.</p> <p>Regions:</p> <p>Santa Cruz City – child's address is in Santa Cruz City.</p> <p>For all other addresses,</p> <p>Mid County- 95001, 95003, 95010, 95073</p> <p>North County- 95005, 95006, 95007, 95017, 95018, 95041, 95060, 95061, 95062, 95063, 95064, 95065, 95066, 95067</p> <p>South County- 95019, 95076, 95077</p>
Timely Responses to Allegations	Shows the percentage of child abuse and neglect referrals that required an in-person investigation where a contact was attempted or completed immediately or within 10-days (whichever was required).
Timely Caseworker Visits	Shows the percentage of required visits to children (in foster care and at home)

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	by a caseworker that were completed on time during the fiscal year.
Permanency Rate	Shows the percentage of children who entered foster care during the fiscal year that were discharged to a permanent living situation within 12 months.
Case Closures	Shows how many (or what percentage of) child welfare cases closed during the fiscal year, by reason for closure.

### General Assistance Data Definitions

Total Individuals Receiving General Assistance	Chart shows the total number of unique individuals who received General Assistance by fiscal year
Enrollees by Ethnicity	Ethnicity assignments are determined by evaluating two separate fields in CalSAWS: The Hispanic Indicator and the individual's Ethnicity Code. Individuals with a 'Hispanic/Latino' indicator, or individual ethnicities of 'Hispanic,' 'Other Hispanic,' or 'Mexican' are considered Hispanic or Latino.
Enrollees by Language	Primary Language is self-reported during the intake process. Languages other than English or Spanish are grouped into the 'Other' category.
Enrollees by Gender	Percentage of Clients who Received General Assistance by Gender Over Time
Enrollees by Location	Clients are grouped by zip codes into the following areas:  Mid County- 95001, 95003, 95010, 95073 North County- 95005, 95006, 95007, 95017, 95018, 95041, 95060, 95061, 95062,

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	95063, 95064, 95065, 95066, 95067 South County- 95019, 95076, 95077
Percentage of General Assistance Applications Processed on Time	General Assistance Timeliness is determined by the percentage of applications that are approved or denied within 45 days of the date of application (State Standard)
Average General Assistance Benefits per Household Per Year	This chart shows the average General Assistance benefits in dollars per household issued in the fiscal year
Total General Assistance Benefits issued	This chart shows the combined total of all General Assistance benefits in dollars issued in the fiscal year

### Housing for Health Data Definitions

Households Enrolled in a Homelessness Program	This chart shows the unduplicated number of households enrolled in any homelessness program.
Households Experiencing Homelessness Enrolled in Housing and Shelter Programs	<p>This chart shows the number of households experiencing homelessness enrolled in a housing or shelter program. Experiencing homelessness is defined differently for different programs:</p> <p><b>Emergency Shelter-</b> Currently Enrolled, or Exited within 90 days to an Institutional Program, Temporary Housing Location, 'place not meant for human habitation', or Unknown location.</p> <p><b>Permanent Housing-</b> Currently Enrolled, or Exited within 90 days to a 'place not meant for human habitation', or Unknown location.</p>

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	<p><b><i>Households with a Housing Move-In Date are excluded.</i></b></p> <p><b>Transitional Housing-</b> Currently Enrolled, or Exited within 90 days to a 'place not meant for human habitation', or Unknown location.</p> <p><b>Rapid Rehousing-</b> Currently Enrolled, or Exited within 90 days to an Institutional Program, a 'place not meant for human habitation', or Unknown location. <b><i>Households with a Housing Move-In Date are excluded.</i></b></p> <p><b>Coordinated Entry-</b> Currently Enrolled (even if there is no other Program Enrollment)</p> <p><b>Street Outreach-</b> Currently Enrolled, with a service activity or Assessment in the last 90 days. There is no restriction for the type of Service that qualifies.</p> <p><b>Day Shelter-</b> Currently Enrolled with a Prior Living Situation of 'Literally Homeless' at the time of enrollment.</p> <p><b>Services Only-</b> Currently Enrolled with a Prior Living Situation of 'Literally Homeless' at the time of enrollment.</p>
Age	The percentage of individuals enrolled in HMIS programs by Age
Race/Ethnicity	The percentage of individuals enrolled in HMIS programs by Race/Ethnicity
Gender	The percentage of individuals enrolled in HMIS programs by Gender
Language	The percentage of individuals enrolled in HMIS programs by Language

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Disability Status	The percentage of individuals enrolled in HMIS programs by Disability Status
Veteran Status	The percentage of individuals enrolled in HMIS programs by Veteran Status
Prior Living Situation	The percentage of individuals enrolled in HMIS programs by Prior Living Situation
Percent of Households Exiting to Permanent Housing	<p>This is the number of households enrolled in a program who exit to permanent housing. To be counted as a permanent housing exit a household must have either an move-in date in a housing program (Rapid Rehousing or Permanent Supportive Housing) or a Permanent Housing Exit Destination (without a previous move-in date or a move-in date in the same month as the exit date). Permanent Housing exit destinations include:</p> <ul style="list-style-type: none"> <li>• Staying or living with family, permanent tenure</li> <li>• Staying or living with friends, permanent tenure</li> <li>• Moved from one HOPWA funded project to HOPWA PH</li> <li>• Rental by client, with GPD TIP housing subsidy</li> <li>• Rental by client, with VASH housing subsidy</li> <li>• Permanent housing (other than RRH) for formerly homeless persons</li> <li>• Rental by client, with RRH or equivalent subsidy</li> </ul>

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	<ul style="list-style-type: none"> <li>• Rental by client, with HCV voucher (tenant or project based)</li> <li>• Rental by client in a public housing unit</li> <li>• Rental by client, with other ongoing housing subsidy</li> <li>• Rental by client, no ongoing housing subsidy</li> <li>• Owned by client, no ongoing housing subsidy</li> <li>• Owned by client, with ongoing housing subsidy</li> </ul>
Percentage of Household Returning to HMIS Programs within 12 Months After Permanent Housing Exit	The percentage of households who are enrolled in a homelessness program and exit to permanent housing and return to a homelessness program within 12 months.

### IHSS Data Definitions

Total Clients Served	
Age	Total adults referred to APS, by age group and fiscal year
Gender	Total IHSS clients referred, by gender and fiscal year
Race/Ethnicity	Ethnicity assignments are determined by evaluating the Race field in LEAPS. Individuals are group into the following ethnicities: Hispanic, White, Other (anyone not Hispanic or White), and unknown.
Region	<p>Clients are grouped by zip codes into the following areas:</p> <p>Mid County- 95001, 95003, 95010, 95073</p>

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	North County- 95005, 95006, 95007, 95017, 95018, 95041, 95060, 95061, 95062, 95063, 95064, 95065, 95066, 95067 South County- 95019, 95076, 95077
Language	Primary Language is self-reported during the intake process. Languages other than English or Spanish are grouped into the 'Other' category
Initial Assessment Timeliness	The percentage of assessments complete with 90 days of an application
Reassessment Timeliness	The percentage of reassessments completed every 12 months
Client Satisfaction	The percentage of clients who give an overall experience 5 out of 5 stars in a satisfaction survey.

### Public Guardian Data Definitions

Public Guardian Clients by Year	Shows the number of people in conservatorships administered by the Public Guardian as of January 1 each year.
PG Clients by Age Group	Shows the number of Public Guardian clients in each age group as of January 1, 2024.
PG Clients by Gender	Shows the number of Public Guardian clients by gender as of January 1, 2024.

### Veterans Data Definitions

Average Number of Veterans Assisted Per Month	Shows the average number of veterans assisted per month by Veterans Service during the last five fiscal years
Average Number of Auditable Claims Processed for Veterans Per Month	Shows the average number of auditable claims processed per month by Veterans Services during the last five fiscal years.

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Veterans by Age	Shows the percentage of veterans connected to Veterans Services in the most recent fiscal year, by age group.
Veterans by Region	Shows the percentage of veterans connected to Veterans Services in the most recent fiscal year, by region. Regions: Santa Cruz City – veteran's address is in Santa Cruz City. Out of County – veteran's address lies outside Santa Cruz County. For all other addresses, Mid County- 95001, 95003, 95010, 95073 North County- 95005, 95006, 95007, 95017, 95018, 95041, 95060, 95061, 95062, 95063, 95064, 95065, 95066, 95067 South County- 95019, 95076, 95077

### Workforce Innovation & Opportunity Act Data Definitions

Total WIOA Participants by Type	Total participants active during the Fiscal Year
WIOA Participants by Age (2023-24)	Percentage of participants by age for the most recent fiscal year
WIOA Participants by Gender (2023-24)	Percentage of participants by gender for the most recent fiscal year
WIOA Participants by Location (2023-24)	Percentage of participants by location for the most recent fiscal year
WIOA Participants by Race/Ethnicity (2023-24)	Percentage of participants by race/ethnicity for the most recent fiscal year
Percent of WIOA Participants Who Attained Measurable Skills	Percentage of participants who are assessed as gaining measurable skills after participating
Percent of WIOA Participants Who Attained a Credential or Diploma	Percentage of participants who attain a credential by the 4th quarter after exiting a WIOA program

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Percent of WIOA Participants Who Entered Employment Within 6 Months	Percentage of WIOA participants that were employed in the 2nd quarter after participants exit
Median Quarterly Wages, Two Months After Program Exit	The median earnings in the 2nd quarter after participants exit a WIOA program