

# Social Services Program Maps Methodology and Data Sources

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## **Methodology**

- All data used in these maps comes from the most recently completed fiscal year. A Santa Cruz County Fiscal Year runs from July 1<sup>st</sup> to June 30<sup>th</sup>.
- Data from each program was mapped using a client's home address. Some addresses are located out of Santa Cruz or unable to be mapped. That data is not included in the maps, but is included in the data on the right of the maps.
- When possible and appropriate, benefit information is included in the data.
- Each geographic area includes the number of individuals and children that live in that area.
- To protect customer confidentiality, actual counts for cities and school districts with individual counts less than 11 are not made visible on these maps. Instead, those counts are labelled as "Less than 11".

## **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 In Home Supportive Assistance comes from CMIPS II.
- Data on Veterans comes from VetPro.

## **Program Glossary**

**Adult Protective Services (APS)** investigates reports of suspected abuse or neglect of residents aged 60 and up and dependent adults (people aged 18-59 with physical disabilities which prevent them from caring for themselves or safeguarding their rights.) APS has a 24-hour hotline staffed by social workers who take reports from mandated reporters and community members. Mandated reporters are those who work with or provide care or oversight for elders and dependent adults. Mandated reporters have a legal responsibility to report if they suspect a person is being abused. They include law enforcement, social workers, doctors, nurses, clergy, financial institution personnel and care providers. Community members include family, friends and neighbors who call the hotline with concerns about someone they know.

Hotline social workers gather as much information as possible and submit a report that is reviewed by an APS supervisor who will determine if a situation requires APS

intervention. When a case is opened in APS, an APS social worker will contact the alleged victim, either by phone if the concern is low risk, or in person. APS services are voluntary. The APS social worker will work with the alleged victim to ensure their safety and to access services they may need to enhance their well-being. On this map, the number of individuals served by APS refers to adults receiving intervention through Santa Cruz County.

**CalFresh**, federally known as the Supplemental Nutrition Assistance Program (SNAP), helps people with low-income put healthy and nutritious food on the table. The program issues monthly electronic benefits (similar to a bank debit card) that can be used to buy most foods such as bread, cereal, fruits, vegetables, meat and fish at many markets, grocery stores and farmers' markets. The CalFresh program helps to improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs. Households refers to the number of households receiving CalFresh, which can include a single individual or several family members living together. Individuals refers to an unduplicated count of all people receiving CalFresh in Santa Cruz County.

**CalWORKs** (California Work Opportunity and Responsibility for Kids), federally known as Temporary Assistance for Needy Families (TANF), provides financial aid, employment services and other supportive services to families with children under 19, to help them succeed in the workplace and become self-sufficient. Households refers to the number of families participating in CalWORKs, which can include a single parent and their child or several family members living together. Individuals refers to an unduplicated count of all people receiving CalWORKs in Santa Cruz County.

**Child Welfare Services** (CWS) has the responsibility to investigate reports of children at risk or in danger of abuse or neglect per criteria outlined in Welfare and Institutions Code 300. CWS operates a 24-hour hotline for mandated reporters and community members to report suspected child abuse or neglect. Federal and State Regulations guide which calls result in referrals that allege a child is endangered by abuse, neglect or exploitation – and how the calls are handled. Reporters are comprised of mandated, non-mandated or anonymous reporters. The count of **Child Welfare Services** refers to instances when a child abuse referral was investigated and substantiated, and it was determined that the child needed CWS intervention. **Children in Out of Home Care** refers to instances when a child abuse referral was investigated and substantiated, and it was determined that the child could not remain safely in the home. The child is then removed to a Foster Care Placement. Placements for dependent children can be with relatives or non-related Foster Care substitute care providers or in residential facilities; non-dependent child placements are in guardianship homes. Dependent placement homes and facilities must meet State identified standards of approval.

The **General Assistance** Program is designed to provide temporary relief and support to indigent adults who are not supported by their own means, other public funds, or assistance programs. Individuals refers to the total number of people receiving aid through Santa Cruz County.

**In-Home Supportive Services** (IHSS) is the largest publicly funded home care program in the United States. California is one of a number of states that participate in the program. IHSS helps to pay for services to eligible aged, blind and disabled individuals who are unable to remain safely in their own homes without assistance. Disabled children are also potentially eligible for IHSS. IHSS is an alternative to out-of-home care such as skilled nursing facilities, assisted living or board and care facilities. This map indicates the number of individuals receiving IHSS home care in Santa Cruz County.

**Medi-Cal**, federally known as Medicaid, is a federal and state insurance program that helps with medical costs for some people with limited income and resources. For those who are eligible, it also offers benefits not normally offered by Medicare, including nursing home care and personal care services.