



## FY 2020-21 Annual Report

*Serving people in need in Santa Cruz County*

## **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



## FY 2020-21: Serving Our Community



**84,152**

Provided Medi-Cal benefits to 84,152 county residents



**38,577**

Provided CalFresh benefits to 38,577 county residents



**1,750**

Served 1,750 adults through Adult Protective Services



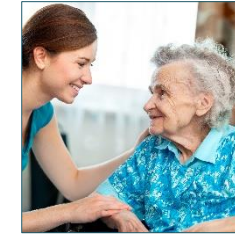
**157**

157 children were in an “out-of-home” placement every month



**1,255**

1,255 individuals received employment support services



**3,304**

Provided In-Home Supportive Services to 3,304 seniors and dependent adults



**27**

Provided 27 children a permanent home through adoptions



**1,371**

Assisted 1,371 Veterans in receiving benefits



**\$43.0 Million**

Provided \$43.0 Million in CalFresh benefits



**\$11.3 Million**

Provided \$11.3 million in temporary cash assistance to families in need



**1,633**

Served 1,633 families through CalWORKs



**2,276**

Responded to 2,276 allegations of abuse to children

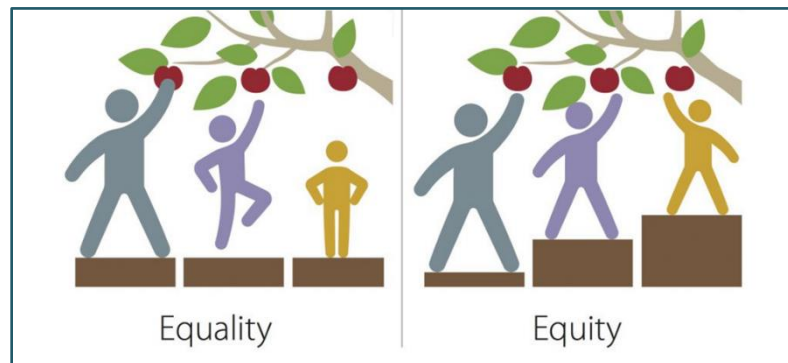
## Addressing Equity and Racism

In 2020, the County of Santa Cruz declared racism a public health crisis and directed county departments to expand understanding of racism and how it affects individual and population health. The Human Services Department (HSD) has taken several concrete steps to increase understanding of equity and racism in its programs this past year and is committed to addressing equity issues in its programs and related systems.

### Addressing Equity

Over the past year HSD has worked to better address issues of racism and equity through the following strategies:

- **Assessment of Disaggregated Data:**
  - Launched an on-demand reporting system that provides demographics information on specific populations served by HSD
  - Analyzed data and held regular meetings to consider demographics in each area of service
  - Included more disaggregated data in the Public Annual Report (this report)
- **Targeted Training and Supports:**
  - Conducted Racial Equity and Inclusion in the Workforce training with all staff
  - Facilitated dialogue amongst Directors to increase awareness and insight into issues of equity in management decisions
  - Applied for membership in the Government Alliance on Race and Equity (GARE) as a first step to implementing the model's approach to impacting systemic racism in government
- **Tailored Examination of Equity within the Child Welfare System (CWS):**
  - Established a Family and Children's Racial Equity Core Team to identify and address issues of equity within CWS
  - Explored child welfare data with an equity lens
  - Improved community awareness through adding racial equity content in child abuse Mandated Reporter Trainings





## Responding to COVID-19 and Santa Cruz Fires

This year Human Services responded to the ongoing COVID-19 pandemic and to the Santa Cruz CZU fires. California law defines local government as the first level of response for meeting the disaster needs of people in its jurisdiction and the Human Service Department (HSD) plays a critical role in local emergency response. In addition to continuing all operations, HSD ensured shelter was available, supported access to basic needs and provided specialized support to vulnerable groups such as seniors. The following four pages highlight HSD's response to these devastating crises.



Shelter



Basic Needs



Seniors



Staff

## Responding to COVID-19: Shelter and Support

HSD, in partnership with the County Administrative Office, Office of Emergency Services, Health Services Agency, other local jurisdictions, and community-based organizations, coordinated the County’s efforts to minimize risk of exposure to COVID for individuals experiencing homelessness. Since the shelter in place orders, HSD launched a new centralized referral process to triage placement of the most vulnerable people experiencing homelessness into shelter and opened several new shelters.

### County Operated COVID-19 Shelters

**2 Congregate Shelters** for adults without housing so they may safely shelter in place.

**6 Non-Congregate Shelters** with Isolation and Quarantine Rooms that allow positive COVID, COVID exposed, or high-risk individuals without housing a safe place to shelter in place

**1 Encampment** for adults without housing so they may safely shelter in place

**1 Shelter for Transition Age Youth** experiencing homelessness (ages 18-24) that provides a safe space to shelter in place

### Sheltered

221 people

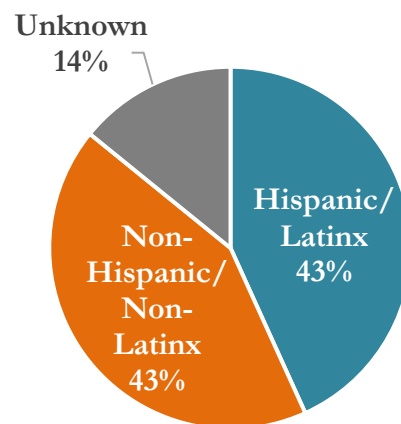
916 people

101 people

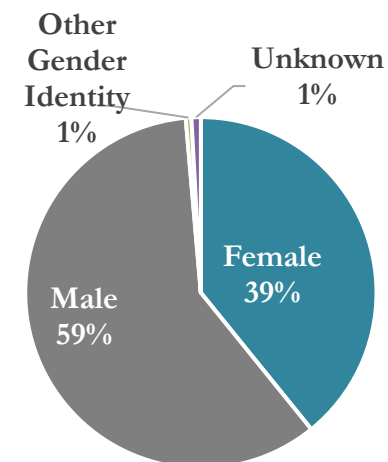
38 people

### Ethnicity and Gender of Sheltered

#### Ethnicity



#### Gender



*“This program helped us get back on our feet when we thought we wouldn’t make it.”*

**-Transitional Age Youth Shelter Resident**

*“I would like to thank you so very much for your hospitality. I slept peacefully here and that was nice.”*

**-Isolation and Quarantine Shelter Resident**

HSD also supported people experiencing homelessness with food, supplies, and services at various shelters by:

- Providing cleaning and sheltering supplies to maintain COVID protocols including social distancing and masks for all staff and residents
- Assisting 21 shelters to provide 3 meals a day to 2,113 residents, totaling over 530,000 meals
- Sending outreach workers to shelters to offer rehousing assistance to households experiencing homelessness

## Responding to Fires: Shelter and Support

In coordination with County partners and the Emergency Operations Center, HSD supported evacuees from the fires by:

- Supporting the **operations, logistics, and staffing of 19 shelters** during the fire evacuations, housing thousands of evacuees
- Helping evacuees apply for the State of California Hotel program and **2,778 households were provided shelter in a hotel**

In addition to shelter services, HSD also provided support to residents impacted by the fires by:

- Managing **two distribution centers**, in North and South County. These centers supplied needed items to emergency evacuation centers, managed donations from the community, and distributed supplies to evacuees from these locations
- Coordinating **meal deliveries to emergency shelters and to evacuees in hotels**
- Assisting households to access **Disaster CalFresh benefits**

### Responding to the Fires: Volunteers Step Up

During the fire response at the Emeline Warehouse donation center, volunteers sorted donations, provided supplies to shelters, helped evacuees, filled hygiene bags, and stacked water. During the middle of this crisis, the center received word that the warehouse in Watsonville needed supplies and half the donations needed to be moved that night.

Mr. Wonderful, so named for his amazing energy and can-do attitude, was sent to Watsonville to organize the unloading of supplies and stay until the last load was finished. “I’m on it,” was his pat reply.

Mr. Wonderful was part of a team of selfless, hardworking, generous people who volunteered their time, their vehicles, and their grit to help others in need, without complaint, for long hours, in intense heat, long after the skies darkened. Their efforts helped take the outpouring of donations from the community and provide urgently needed supplies to shelters and evacuees.



## Responding to COVID 19 and Fires: Wellbeing for Seniors

HSD provided additional support to seniors who are among the most vulnerable to the COVID-19 virus and the impacts of the fires. HSD administered two key efforts to support seniors to thrive during the shelter in place orders and the fires:

The **Great Plates Delivered** program helped seniors and other adults at high risk from COVID-19 stay home and stay healthy by delivering up to three nutritious meals a day to their homes. The program also provided essential economic stimulus to local restaurants. From May 2020 to July 2021:

- **1,016 seniors and at-risk adults** received meals
- Over **389,434 meals** were delivered

HSD Social Workers contacted vulnerable seniors involved in **In-Home Supportive Services (IHSS) and Adult Protective Services (APS) programs** during the fires and the pandemic:

- Over 320 clients were contacted about the impact of the fires
- An estimated 100 clients received hotel vouchers
- Social workers coordinated resources including transportation, lodging, medications, clothing, and food during the fire evacuations
- Facilitated vaccine distribution among vulnerable older adults and IHSS providers



*Thank you for the Great Plates deliveries. They have been a godsend . . . it got me through the rough spots.*

*-Great Plates Delivered Recipient*





## Responding to COVID and the Fires: Staff Stepping Up

County and community-based agency staff stepped up in multiple ways to ensure residents were able to live safely and thrive while sheltering in place and evacuating from fires. In addition, HSD hired hundreds of new workers to be Disaster Service Workers to provide services at shelters.



Meeting increased demand



Deployment to new roles



Working differently to ensure safety



Immediately planning, funding and helping each other to succeed

### Examples include:

- ✓ **Handled increased call volume and met greater needs of children and families.**
- ✓ **Developed and operated all emergency functions to provide the human service response to the emergency.**
- ✓ **Utilized protective gear when appropriate and ensured clients and co-workers followed public health guidelines.**
- ✓ **Created systems to access federal funding and made emergency agreements.**

*“Since working with Transitional Age Youth – I, along with a few co-workers have chosen a career in Human Services, Mental Health or Psychology. We have entered the door of opportunity and gone back to school to obtain degrees, in order to help serve those, whom we have learned to love to serve.”*

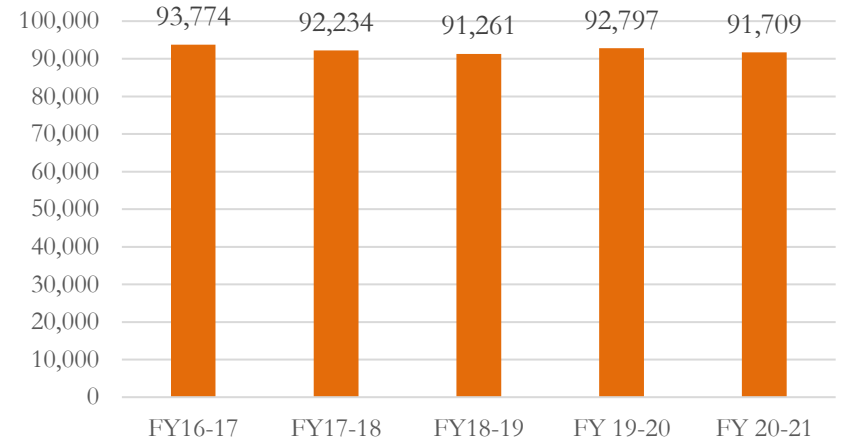
—Disaster Service Worker

## Employment and Benefits Services Division: Access to Public Benefits

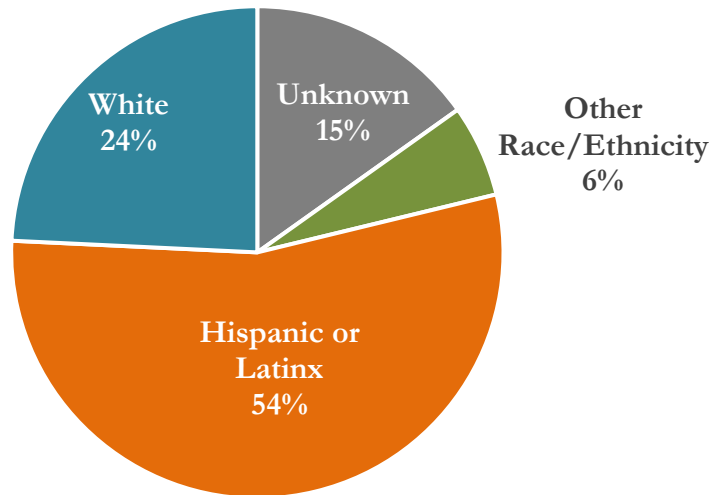
In FY 2020-21, the Employment & Benefits Services Division (EBS) provided public benefit assistance to 91,709 unique individuals representing over 51,648 households served through:

- ◆ Medi-Cal
- ◆ CalFresh
- ◆ CalWORKs
- ◆ General Assistance
- ◆ Foster Care/Adoption Assistance Program

Number of Unduplicated Individuals Receiving Benefits



Race/Ethnicity of Individuals Receiving Benefits



**Over the course of FY 2020-21, one-third of all Santa Cruz County residents received benefits from one or more of HSD's public assistance programs**

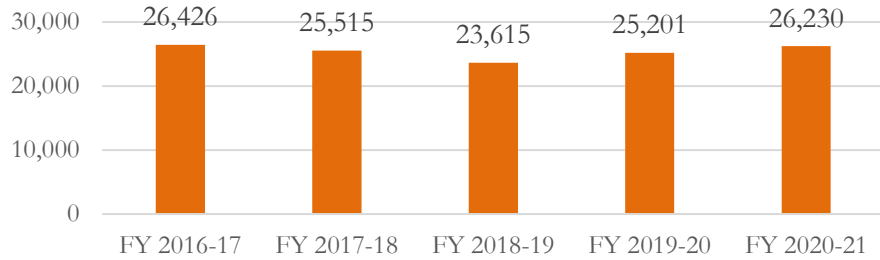
## Employment and Benefits Services Division: Food and Medical Care

### CalFresh

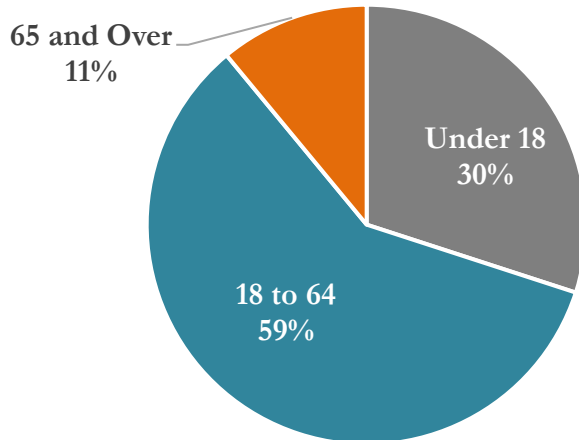
CalFresh, nationally known as the Supplemental Nutrition Assistance Program (SNAP), serves as Santa Cruz County residents' first line of defense against hunger and poor nutrition.

- ◆ The County issued \$43 million in CalFresh benefits in FY 20-21
- ◆ On average, households received \$211 each month in benefits

Average Monthly Number of Individuals Receiving CalFresh



Age of Individuals Receiving CalFresh

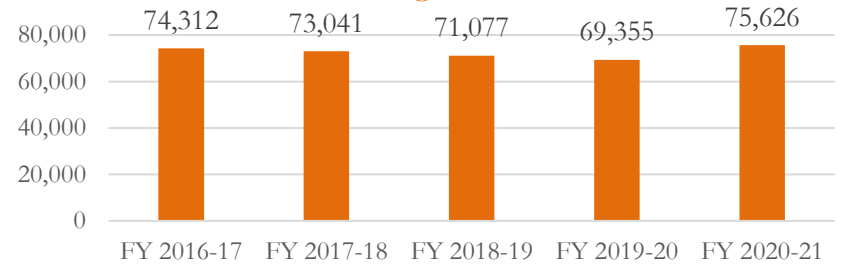


### Medi-Cal

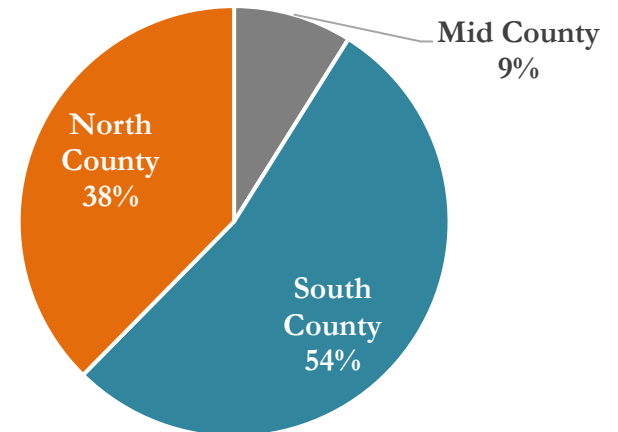
This program provides health coverage for low-income families and individuals.

- ◆ 30% of County residents received health coverage through Medi-Cal
- ◆ Approximately 92% of persons receiving benefits through HSD received Medi-Cal

Average Monthly Number of Individuals Receiving Medi-Cal



Location of Individuals Receiving Medi-Cal\*

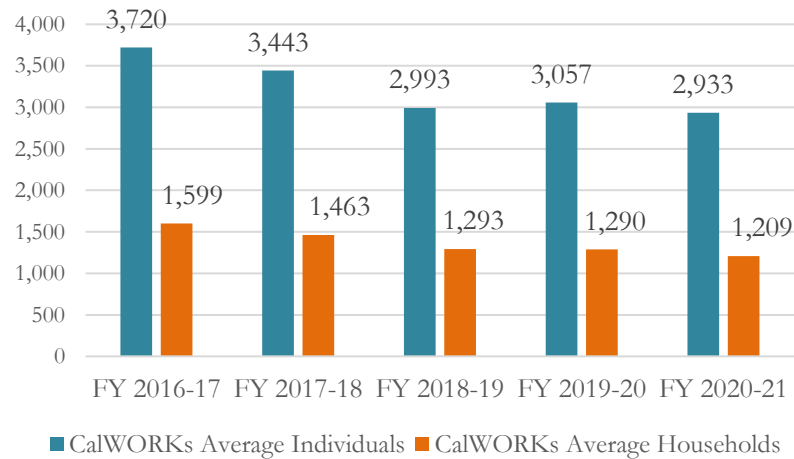


\*Percentages add to more than 100% due to rounding

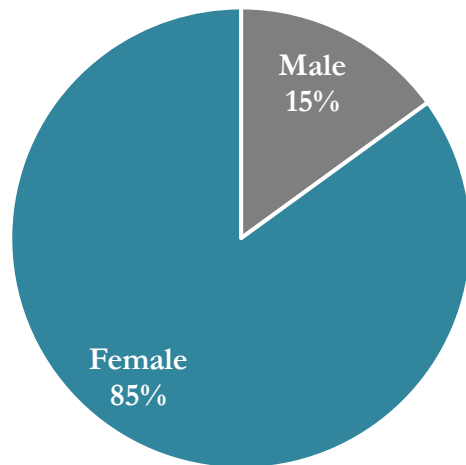
## Employment and Benefits Services Division: Income and Employment Services

The **California Work Opportunity and Responsibility to Kids (CalWORKs)** program offers temporary cash assistance to families with children living in extreme poverty. Eligible parents/caretakers may also participate in education, training, or work activities.

Average Monthly Number of CalWORKs Households and Individuals



Gender of Head of Household Receiving CalWORKs



**Welfare to Work, or CalWORKs Employment Services** provide services to help underemployed and unemployed parents/caretakers learn new work skills and obtain work, so they can support their families. In FY 2020-21, 1,255 individuals received employment support services through this program. CalWORKs Employment Services that assist families include:

- ◆ Childcare
- ◆ Substance use and mental health services
- ◆ Job training and educational assistance
- ◆ Transportation
- ◆ Subsidized employment
- ◆ Housing

**Approximately \$11.3 million in CalWORKs cash aid benefits and \$1.58 million in childcare benefits were disbursed, totaling more than \$12.8 million going into the Santa Cruz economy. On average, households received \$753 a month in aid.**

**General Assistance (GA)** is a county-funded program providing cash assistance to adults who have no other form of income support and do not qualify for other aid programs. The GA caseloads decreased in FY 2020-21; the average monthly GA caseload was 209. On average individuals received \$370 a month in benefits.



## Employment and Benefits Services Division: Workforce and Business Support

The **Workforce Development Board (WDB)** connects local job seekers with employers who are seeking qualified job applicants. The WDB collaborates with members of the business and education communities, local government, and community members, to respond to the needs of local employers and County residents seeking employment.

### Adult and Dislocated Worker Services

The WDB assists businesses as well as workers who will be dislocated as a result of layoffs, plant closures, or downsizing. Rapid Response Services include assistance with searching for employment, utilizing labor market information, and accessing retraining services

### Sueños Youth Employment Program

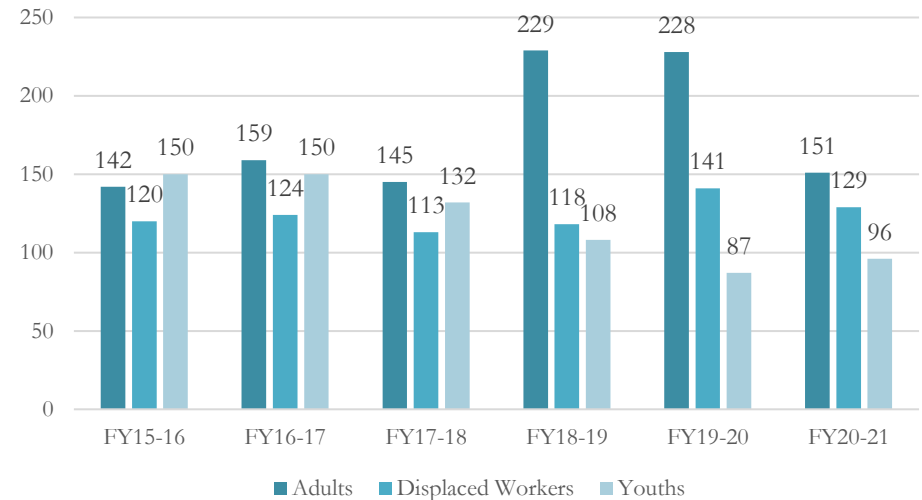
The program provides disadvantaged youth in the Watsonville and Freedom areas with work experience, basic skills development, mentoring, and leadership services. The Sueños program enrolled 95 youth and 41 participated in work experience with 17 different employers.



#### Class of 2021: Helping Fulfill a Dream of Graduation

Yesenia enrolled in the Sueños Program as an Out of School Youth in June of 2019 after learning about the program at a community outreach event in downtown Watsonville. After dropping out of college for her first child, Yesenia was especially interested in gaining work experience and enrolling back in college and graduating. Yesenia utilized Sueños to attend workshops and complete work experience to further her employment skills and career development. In January 2020, Yesenia was finally able to enroll at Cal State Monterey Bay, managing to balance attending college, participating in work experience, and taking care of her baby and family. Due to her hard work and determination, Yesenia graduated and earned her BA in Social and Behavioral Science with a concentration in Sociology on May 21, 2021. Yesenia is currently expecting her 2<sup>nd</sup> child in November 2021. Yesenia is grateful for the support she received to accomplish her dream of graduating from college.

WIOA Participants



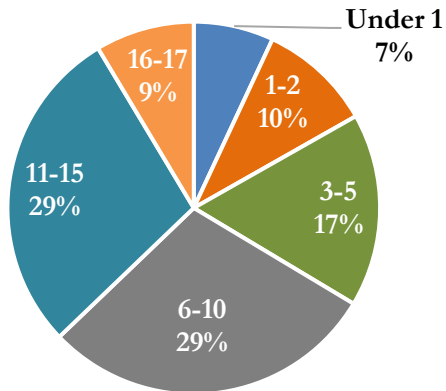
# Family and Children's Services Division: Ensuring Child Safety

## Child Protection Response and Investigation

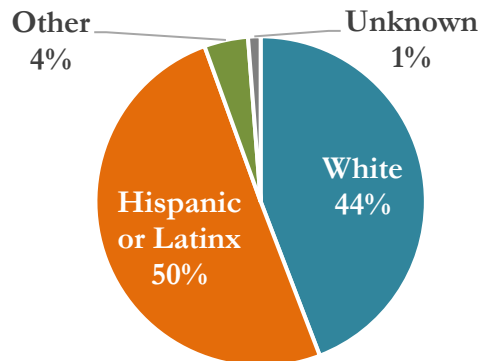
Family & Children's Services (FCS) provides child welfare services to children who have been abused, neglected, or who are at risk of abuse or neglect. FCS social workers work with families to assess safety and risk and to keep children in their home whenever safe to do so. Social workers develop safety plans with families and their support networks and refer them to community resources to keep children safe at home. FCS investigated referrals of abuse or neglect on behalf of 975 children.



Children with Investigations by Age Group\*



Percent of Children in Out of Home Placement by Race/Ethnicity\*



When Social Workers determine the referred incident demonstrates evidence of abuse and neglect it is deemed “substantiated”.

- ◆ 88% of children who experienced maltreatment did not experience a second incident of substantiated maltreatment within 12 months
- ◆ Monthly, on average, 50 children received services to ensure their safety and wellbeing while living with their parents
- ◆ Over half of youth and children, 55 out of 102, who were not initially removed from their parents, were able to safely remain at home with FCS supports.



\*Percentages do not add to 100% due to rounding

## Family and Children’s Services Division: Promoting Permanency

### Permanency

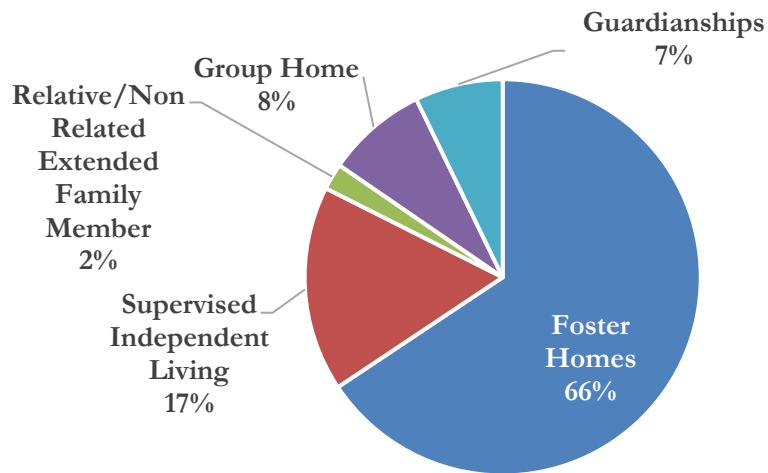
FCS’ primary goal when working with families is to safely stabilize them and/or reunite children with their parents. Parents receive services to make behavioral changes to ensure the child’s safety and wellbeing.

- ◆ 35 youth and children in “out-of-home” placements were reunified with their parents
- ◆ 51% of all children who were in out-of-home care for 12-23 months were either reunified with their families, adopted, or attained legal guardianship, compared to the federal standard of 44%

At times it is determined that children cannot remain safely in their home.

- ◆ Monthly, on average, 157 children and transitional age youth were in a “out-of-home” placement
- ◆ Approximately 35% of children were placed with relatives or friends

Children in Out of Home Placements by Placement Type



### Forever Families

Adoption services are provided to children who are unable to reunify with their parents.

Adoptions & Adoption Assistance	FY 2020-21
Finalized adoptions	27

### Engagement

A key strategy for FCS to ensure permanency is to strengthen family, youth, and community engagement. This past year FCS has:

- Implemented Safety Organized Practice which is way to engage families and acknowledge that they are the experts in their lives. One practice example is that there were more Child and Family Team meetings
- Implemented AB2083, by engaging stakeholders from multiple public programs to enhance person-centered services that are coordinated, timely, and trauma informed
- Developed a plan to improve outcomes for children in FCS and/or Probation, titled the System Improvement plan

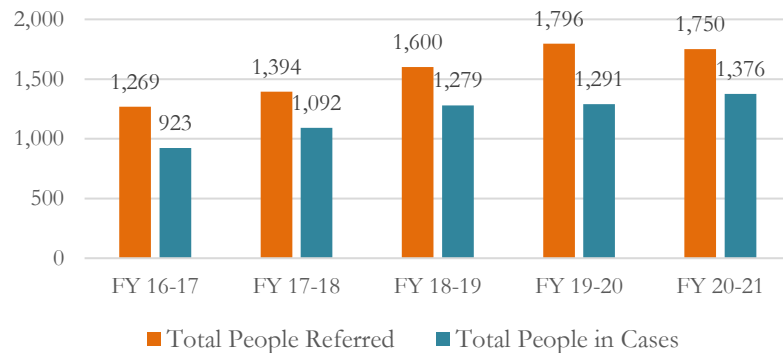


## Adult & Long-Term Care: Ensuring Adult Safety

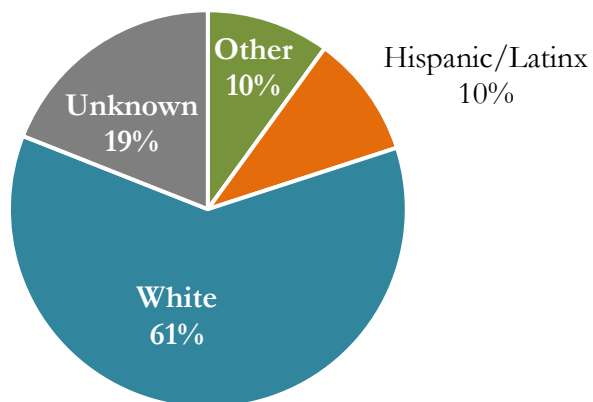
**Adult Protective Services (APS)** provides intervention services to protect elderly and dependent adults from abuse, neglect, or exploitation.

- ◆ 76% of persons referred to APS were age 65 and older; the remaining were dependent adults
- ◆ 74% of APS referrals received became an APS case
- ◆ 38% of all allegations of abuse that were either confirmed or inconclusive were abuse by others; the remaining cases were self-abuse including self-neglect and health hazards in the home

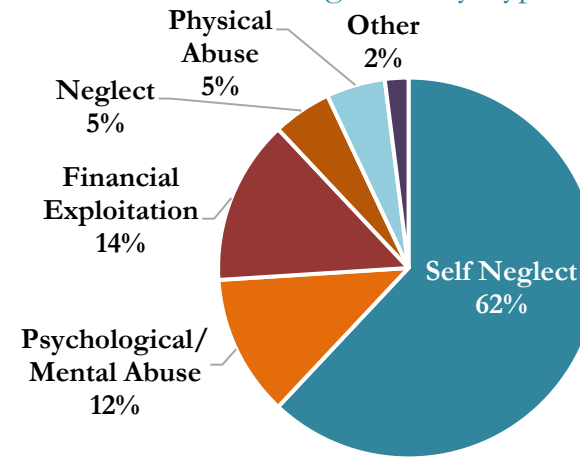
### Number of People Referred and with Cases



### Race/Ethnicity of Clients in Cases



### Percentage of Confirmed and Inconclusive Allegations by Type



There is often more than one type of abuse reported for each individual victim.

When longer term case management is needed, APS refers clients to the **Transforming Lives with Care** unit (TLC) which is an extension of APS services.

*“It helps me a lot. When I am isolated I get depressed and your companionship means a lot. You make sure I get to my doctor appointments and take care of my medication. You help me keep my mind sane. You listen. I don’t know what I would do without you.”*

— TLC Client



## Adult & Long-Term Care: Supporting Seniors to Live at Home

The **In-Home Supportive Services (IHSS)** program supports safe, independent living for low-income frail, elderly adults, and disabled persons of all ages by providing a variety of services including:

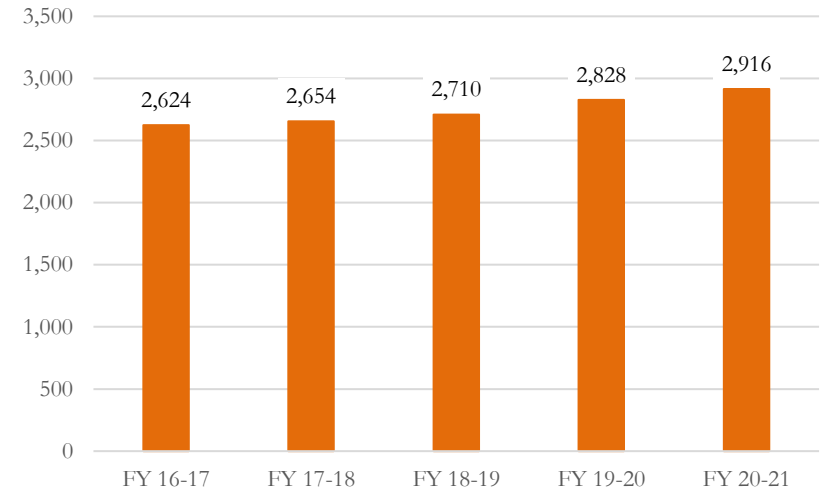
- ◆ Basic housekeeping
- ◆ Meal preparation and clean-up
- ◆ Personal care



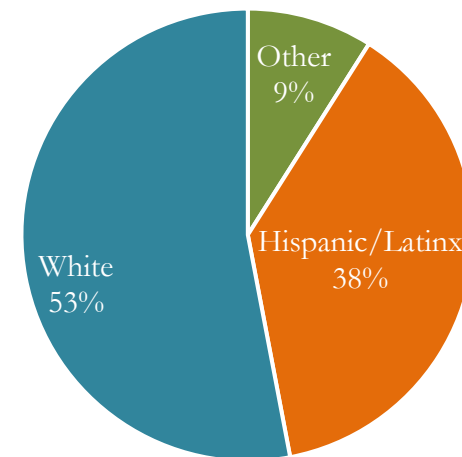
- ◆ Over 3,300 seniors and disabled adults received services in the fiscal year and an average of 2,916 were served each month
- ◆ IHSS recipients were authorized to receive an average of 103 hours of assistance per month
- ◆ On average, there were 2,086 IHSS providers paid for in-home care each month

*“The program is a God send. After I retired with a small pension, money was going to be tight.” -IHSS Client*

### Monthly Average of Authorized Cases



### IHSS Recipients by Race/Ethnicity



## Veterans Service Office: Serving Those That Served

The **Veterans Services Office (VSO)** provides Santa Cruz County veterans and their families with a range of services, including:

- ◆ Assisting veterans to access government benefits accrued through military service
- ◆ Providing information, referrals, and advocacy assistance
- ◆ Providing assistance with claims and appeals

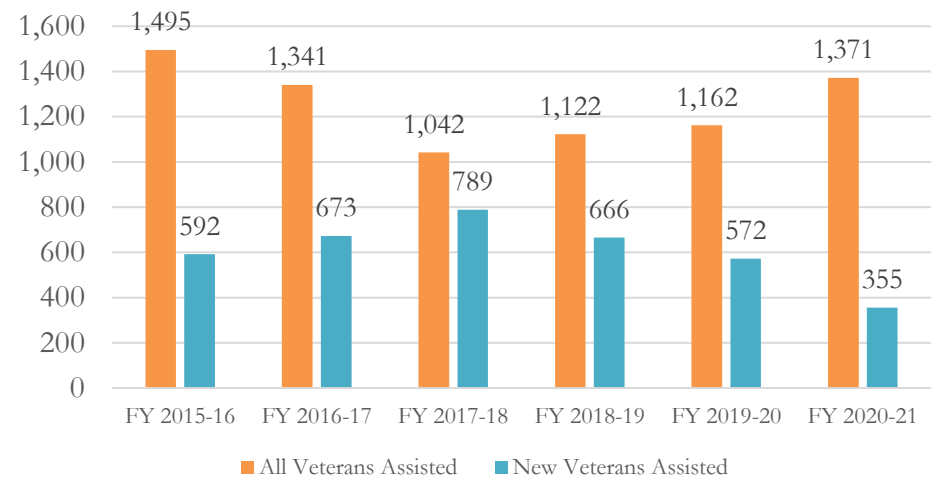
In FY 2020-21, the VSO assisted 1,371 veterans with claims resulting in \$234,540 in new monthly benefits and more than \$1.8 million in retroactive and one-time benefits for county veterans and their dependents.

### Helping a Veteran

The Veterans Services Office (VSO), working in coordination with Adult Protective Services (APS), helped “Michael,” a longtime County resident and US Army veteran, with significant health and housing needs to obtain supplemental income and emergency housing support during the Covid-19 pandemic.

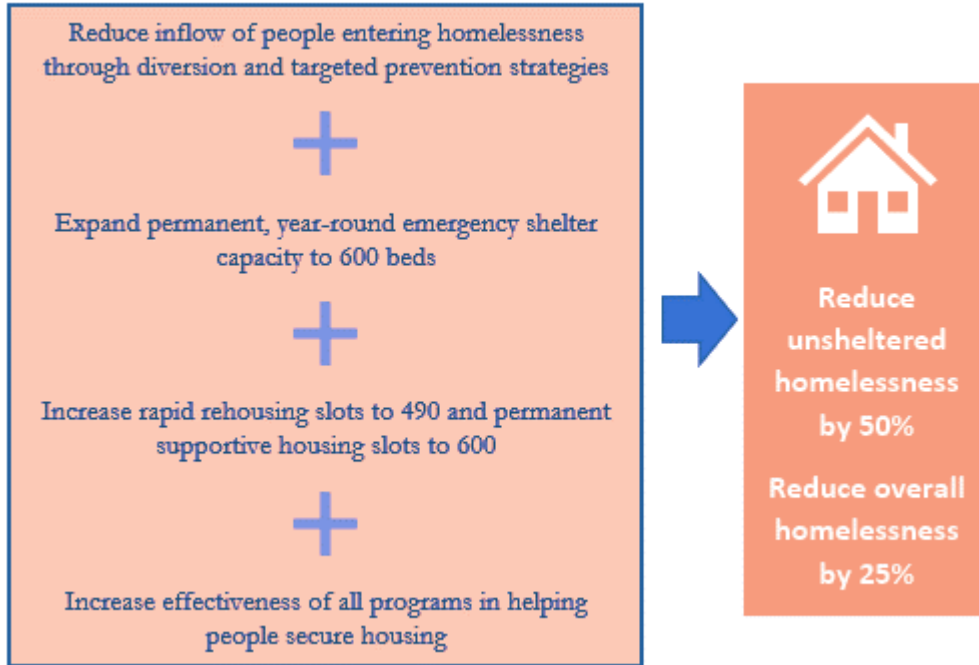
In July 2020, APS learned that Michael’s living situation had become unhealthy, and he was in jeopardy of losing his housing. Immediately, a Veterans Benefit Outreach Representative realized that Michael was not receiving the supplemental security income to which he was likely entitled due to various health conditions and his military service. The VSO worked with APS and a county public health nurse to connect him with VA healthcare, which established his qualifications for supplemental income. This income allowed Michael to remain stably housed, while the VSO has continued to partner with the County’s In-Home Support Services and the VA home health program to provide ongoing care for him.

### Number of Veterans Assisted



## Housing for Health: Preventing and Ending Homelessness

**Housing for Health (H4H)** works to ensure that all residents have a safe and stable place to call home. Established in 2020, this division is implementing a three-year strategic plan framework to address homelessness by January 2024. The framework can be summarized as follows:



### Coordinated Entry: Smart Path

Smart Path is Santa Cruz County's coordinated entry system to access housing assistance and services for all people experiencing homelessness. In FY 2020-21:

- ◆ 938 assessments were completed
- ◆ 150 referrals resulted in persons entering a Permanent Housing Program
- ◆ 22% of all referrals were for families

### Helping Secure Birth Certificates and Identification

One of the services provided to individuals experiencing homelessness is assistance securing a birth certificate and identification. Over the past year, staff drove several clients to the DMV and assisted them with applying for low-cost ID's. Using their birth certificates and ID's, people who did not previously have any form of identification were able to apply and receive Social Security benefits and a host of other programs.



## Housing for Health: Housing Programs

H4H, a new division of HSD, funds and coordinates a variety of housing programs meant to prevent and reduce homelessness.

- ◆ **Emergency Shelters:** These programs provide urgent shelter. As a result of COVID-19, H4H is working with impacted individuals on a Rehousing Wave with the following components for impacted individuals:
  - 3 new care management and housing navigation teams
  - Over 330 housing authority voucher/subsidies
  - A real estate partnership program to identify private housing options
  - Flexible rehousing financial assistance
- ◆ **Temporary Housing:** A variety of programs designed to provide homeless interim stability and support to successfully move to and maintain permanent housing

1,030 households experiencing homelessness on average each month participated in Emergency Shelter and Temporary Housing



- ◆ **Rapid Rehousing:** These programs rapidly connect families and individuals experiencing homelessness to permanent housing through a tailored package of assistance that may include the use of time-limited financial assistance and targeted supportive services
- ◆ **Permanent Supportive Housing:** Community-based housing without a designated length of stay in which formerly homeless individuals and families live as independently as possible

715 households experiencing homelessness on average each month participated in Rapid Rehousing and Permanent Supportive Housing



557 households served in local programs exited homelessness into a permanent home

*“I would like to thank you so very much for your hospitality. All were angels to me along my journey back to a new home.”*

—Shelter Resident

*“[We are] truly thankful for all your support and caring.”*

—Shelter Resident



## Administration: Promoting Operational Excellence

The Department is committed to and appreciative of a diverse workforce. HSD employs 534 people. To support this workforce and the greater community, the Department dedicates staff to ensure operational excellence.

### Staff Development (SD) and Organizational Development

provide specific and soft-skills trainings and coaching to prepare new and existing employees to:

- ◆ Successfully administer social service programs and implement state, federal, and local regulations
- ◆ Use best practices in social services, customer experience and leadership
- ◆ Proficiently use child welfare, adult services, and eligibility technology systems
- ◆ Access professional development opportunities to develop leadership and management skills, such as Mentoring

*The HSD Mentor program gave me exactly what I wanted. It was tailored to my desires -- providing me the access to currently unrelated training/knowledge and valuable introductions to County associates and PRIMO! I'm excited to be more involved and grow the skills I now have.*

– Mentee

### The Planning and Evaluation Division

- ◆ **Quality Improvement** supports the collection of information on quality and identifying needed improvement including on-going case reviews. Highlights this past year included:
  - Led and completed several California Department of Social Services (CDSS) state audits/reviews, including those focused on IHSS, CalFresh and CalWORKS WPR
  - Assisted FCS to use case review information to inform improvements in social work practices as well as supports to caregiver of children in care
- ◆ The **Centralized Contracts Unit** in collaboration with divisions, administers HSD's contracts, purchase orders (POs), and memorandum of understandings (MOUs). The unit supports most HSD contracts, which represent almost 20% the budget.
  - Over the past year the unit ensured urgent contracts for emergency services, incorporated and began new housing related contracts as well as continued the development and oversight of a plethora of results-based contracts supporting Department goals and operations.
- ◆ **Business Analytics Unit (BA)** works in collaboration with divisions to develop data solutions and conducts evaluations to understand what works and best meets business needs.
  - In the past year BA produced or enhanced annualized reporting for program planning, automated operational reports, and housing dashboards

## Administrative Services: Supporting Operational Excellence

The department ensures fiscal health, program integrity and that employees have technology and facility support.

**Fiscal Services** provides ongoing fiscal management for the agency including budget development and oversight of an approximate \$151 million dollar budget, generates prompt and accurate payments to clients, prepares claims for Federal and State reimbursement and oversees budgetary status of agency programs. Last year, the Fiscal Services team:

- ◆ Administered \$129 million of client benefits paid directly by the State
- ◆ Ensured access to \$98 million in Federal and State grants, managed by the County, that provide direct services to clients

**Program Integrity and Appeals** is comprised of the following primary functions:

- ◆ **Integrated Earnings Verification System Unit (IEVS)** is responsible for analyzing reports about unreported or under reported earned income, duplicate aid, and Social Security Administration enrollment
  - In FY 2020-21, the IEVS unit reviewed 8,410 Integrate Fraud Detection abstracts/cases totaling \$47,017,679 of unreported income
- ◆ **The Special Investigation Unit** is responsible for the detection, investigation, and prosecution of welfare fraud
  - \$60,660 of fraud was referred for restitution in FY 2020-21
- ◆ **The Fair Hearings Unit** is responsible for client appeals.
  - The unit handled 248 appeals
- ◆ **Information Security** is responsible for client privacy

**Information Technology** provides technical leadership, services, and support that ensures effective and efficient service delivery. The unit is responsible for planning, managing, and supporting all the agency information systems in coordination with county, state, and external systems and providers.

The **Automated Client Systems** team is responsible for application support including infrastructure and security for major case management systems, user management and oversees and provides support as the Help Desk for over sixty applications.

The **Facilities Team** manages the daily operations of five county facilities in Santa Cruz and three leased buildings in South County. The team addresses on-going building maintenance, project management of facility upgrades, and developing policies and procedures to ensure the health and safety of both clients and staff.



## Administration: Community Partnerships

HSD administrative staff work with a variety of Community Based Organizations to conduct needed services and participate in a multitude of collaborative efforts to improve the well-being of the community.

### Collaborating with the Community

HSD worked with the community on a number projects to improve the lives of Santa Cruz Residents.

- ◆ **Partnered with businesses to provide emergency services:**
  - Administering the Great Plates Delivered program, HSD worked with **7 local restaurants** to provide nearly 390,000 meals to food insecure older adults. Through this program, local restaurants earned over \$10 million.
  - HSD contracted with **6 local hotels** to provide safe shelter for individuals experiencing homelessness who due to COVID-19 needed to be isolated, quarantined, or were medically vulnerably.
- ◆ **Partnered on DataShare Santa Cruz County**, an interactive data platform with local, regional, and national data available to the community. During the past year DataShare made significant strides by adding more local data, offering trainings on utilizing data, and increasing the user base of DataShare. DataShare can be found at [www.datasharescc.org](http://www.datasharescc.org).
- ◆ **Led the Child Welfare System Improvement Plan**, a planning process designed to improve outcomes for children and families. The plan was developed with partner agencies, community-based organizations, and service providers. For HSD, the five strategies adopted from this plan are: Improve Father Engagement, Enhance Services to Birth Parents, Strengthen Implementation of Integrated Core Practice Model (ICPM), Increase Placement Capacity, and Expand Prevention Services.

### Partnering for Impact

HSD strives to be an effective public steward of funding and collaborates with local partners to promote results in a variety of ways.










- ◆ Through **Collective of Results and Evidence (CORE) Investments**, the Department continued to administer over 4 million dollars in County funding to community-based agencies to provide a comprehensive array of safety net services. Through the work of Optimal Solutions, led by Nicole Young and her co-facilitator, Nicole Lezin of Cole Communications, CORE has moved beyond just a funding model to a movement to achieve equitable health and well-being, for all people in Santa Cruz County, across the lifespan.
- ◆ **Thrive by Three**, is an initiative sponsored by the County Board of Supervisors in partnership with HSD, Health Services Agency, First 5 Santa Cruz County and other community partners to implement a local system of supports to promote the wellbeing of young children age 0 to 3 and their families. Over the past year HSD supported the administration of funding to First 5 Santa Cruz who promoted best practices for babies and toddlers in health care settings and scholarships for childcare providers.















## FY 2019-21 Operational Plan Objectives

This Fiscal Year marked the completion of a two-year operational plan process. This two-year plan details the departments steps in achieving the County’s vision. Below are the department’s objectives in the County’s focus areas. In FY 2020-2021, Human Services took on the Homeless Services Coordination Office and their objectives which are reflected below. The chart below details the progress of each objective and whether it was completed, amended, or withdrawn. Withdrawn objectives were impacted by the COVID-19 pandemic and were unable to be completed. More information on each objective may be found online here: [www.santacruzcounty.us/VisionSantaCruz](http://www.santacruzcounty.us/VisionSantaCruz)

Status symbols:  Completed  Amended  Withdrawn

Objective	Description	Status
<a href="#">Food Security</a>	By June 2020, 65% of In Home Support Service (IHSS) providers and recipients who participate in the MENU program, will have less food insecurity according to USDA food insecurity assessment.	
<a href="#">Food Access</a>	By June 2021, 50% more low-income seniors and disabled single adults will access CalFresh.	
<a href="#">Child Wellbeing</a>	By June 2021, 75% of children entering out of home care will receive an initial Child-Family Team (CFT, an interdisciplinary child-centered meeting, to support a child’s placement stability and wellbeing) meeting within 60 days of their removal.	
<a href="#">Thrive by Three</a>	By June 2021, double the number of families with children 0-3 will be served by Thrive by Three home visiting programs.	
<a href="#">Homeless Assessments</a>	By June 2021, at least 1,600 individuals experiencing homelessness will complete an assessment or re-assessment (Smart Path) to effectively prioritize and connect them to available housing assistance.	
<a href="#">Housing Assistance</a>	By June 2021, housing assistance programs will house 187 individuals/families experiencing homelessness.	
<a href="#">Job Training</a>	By June 2021, 30% more CalFresh recipients will be participating in CalFresh Employment and Training programs with a focus on unemployed youth and individuals experiencing homelessness.	
<a href="#">Career Preparation</a>	By June 2021, 70% of low-income adults who are enrolled in both Workforce Investment Opportunity Act (WIOA) career preparation activities and CalWORKs employment services, will be employed six months after completing services.	
<a href="#">Veterans Outreach</a>	By June 2021, 15% more outreach events and contacts will be conducted with vulnerable Veterans in order to connect them with their benefits and local resources.	

Objective	Description	Status
<a href="#"><u>Employee Ownership</u></a>	By June 2021, 2 small businesses will avert closures and layoffs due to retirement through the transition of ownership to employees.	
<a href="#"><u>Apprenticeships</u></a>	By June 2021, funding will be secured to continue the Workforce Innovation and Opportunity Act (WIOA) Apprenticeship Readiness Program, and 30% more job seekers will be enrolled.	
<a href="#"><u>Community Impact</u></a>	By June 2021, Human Services, through CORE Investments, will develop an online menu of community- and program-level results associated with the CORE conditions.	
<a href="#"><u>Impact Investment</u></a>	By June 2021, Human Services and Health Services will provide 24 opportunities for technical assistance to support systemwide collaborations among local public, private, non-profit, and community partners.	
<a href="#"><u>Best Practices</u></a>	By June 2021, Human Services, through CORE Investments, will develop an online library of evidence-based programs/practices associated with the CORE Conditions.	
<a href="#"><u>Culturally Responsive</u></a>	By June 2021, Staff will increase understanding of its own cultural responsiveness to racial/ethnic equity, sexual orientation, and gender identity and expression (SOGIE).	
<a href="#"><u>Mentorship</u></a>	By June 2021, 90% of employees who completed the HSD mentorship program as a mentee, will report that the experience increased their job satisfaction, knowledge of and preparation for promotional opportunities, and development of leadership skills.	
<a href="#"><u>Emergency Shelter</u></a>	By June 2021, Homeless Services Coordination will work with Homeless Action Partnership to increase total emergency shelter and/or emergency bridge housing bed capacity by 20% each year over the 2019 baseline.	
<a href="#"><u>Homeless Navigation</u></a>	By June 2021, Homeless Services Coordination will work with the Homeless Action Partnership to plan and open year-round homeless services centers in North and South County.	
<a href="#"><u>Homeless Systems</u></a>	By December 2020, Homeless Services Coordination will assess the current system performance and capacity and develop an improvement roadmap for homeless services.	
<a href="#"><u>Crisis Response</u></a>	By June 2021, Homeless Services Coordination with the Homeless Action Partnership (HAP) will implement and report annually on State emergency homeless funding to realize investments in homeless crisis response.	
<a href="#"><u>Permanent Housing</u></a>	By June 2021, Homeless Services Coordination will work with the local Continuum of Care (CoC) to increase by 15% the number of persons who exited to permanent housing.	



## Contact the Human Services Department

Visit our website at [www.santacruzhumanservices.org](http://www.santacruzhumanservices.org)

### Public Assistance Programs

Call the Benefits phone customer service center at 1-888-421-8080 or TTY 454-4763

Apply for CalFresh, Medi-Cal, and CalWORKs online at [www.mybenefitscalwin.org](http://www.mybenefitscalwin.org)

<b>Family &amp; Children's Services</b>	1400 Emeline Avenue, Santa Cruz 18 W. Beach Street, Watsonville	454-4222	TTY 711
<b>Adult &amp; Long-Term Care</b>	1400 Emeline Avenue, Santa Cruz 18 W. Beach Street, Watsonville	454-4101	TTY 763-8828
<b>Employment &amp; Benefit Services</b>	1020 Emeline Avenue, Santa Cruz 18 W. Beach Street, Watsonville	888-421-8080	TTY 454-4763
<b>Veterans Services</b>	842 Front Street, Santa Cruz 18 W. Beach Street, Watsonville	454-7276 763-8868	
<b>Workforce Santa Cruz County Career Centers</b>	18 W. Beach Street, Watsonville 2045 40 <sup>th</sup> Avenue, Capitola	763-8700 464-6286	TTY 464-4358 TTY 464-4358

### Report Child Abuse

1-877-505-3299

### Report Elder Abuse

1-866-580-4357

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

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