

*Dedicated to making a difference.*



**County of Santa Cruz  
Human Services Department**

**FY 2017-18 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



## Human Services Department

### FY 2017-18 Accomplishments

#### Increased Access to Food Support

- ◆ Increased the overall CalFresh participation rate by 14 percent through the use of geo-mapping data to inform outreach strategies and conducting system improvement events.

#### Strengthened Community Supports

- ◆ Hosted more than 70 professionals at the second annual Caring Community Summit to foster caregiver recruitment and retention and facilitate aging and disabled adults' ability to remain in their homes.
- ◆ Increased the Veterans Services Office's capacity with volunteers and work-study students resulting in increased community outreach and reduced appointment wait times from 3-4 weeks to 0-5 days.

#### Facilitated Children's Success

- ◆ Reduced the use of congregate care placements for children in foster care by more than 40 percent through increased supports for, and identification of, foster families.

#### Protected Residents

- ◆ Implemented Difficult Case Conferences which utilize a multi-disciplinary team to quickly and comprehensively respond to vulnerable adults in crisis and develop a plan to mitigate future risks.

#### Educated the community

- ◆ Partnered with the Santa Cruz Museum of Art and History on the Lost Childhoods exhibit which highlighted the experiences of foster youth; 71,000 people visited the exhibit during its six-month run.

#### Created New Paths to Employment

- ◆ Launched a job training program to prepare veterans and at-risk youth for positions related to energy efficiency; 16 of the 17 program participants found employment in the trades.

#### Improved Customer Service

- ◆ Merged the County's Workforce Development Board staff into the Department's Employment and Benefits Services Division to improve the coordination and delivery of workforce development services to individuals and businesses.
- ◆ Launched Career Concourse, an easy-to-use online tool that helps Santa Cruz County residents learn more about local careers and job opportunities; the online tool can be found at [santacruz.careerconcourse.com](http://santacruz.careerconcourse.com).

## Human Services Department Our Goals

Increase  
economic potential  
and decrease  
poverty

Reduce  
abuse and neglect

Improve  
well being and  
quality of life

Improve  
health and mental  
health

### FY 2017-18: Serving Our Community



89,000

Provided  
Medi-Cal  
benefits to  
89,000 county  
residents



36,500

Provided  
CalFresh  
benefits to  
36,500 county  
residents



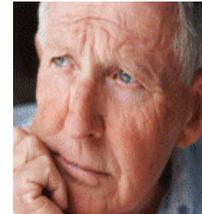
4,000

Served 4,000  
unique  
customers at  
three Career  
Centers



206

Served 206  
children in  
out-of-home  
placements  
every month



1,000

Served 1000  
individuals  
through  
Adult  
Protective  
Services



2,810

Provided  
In-Home  
Supportive  
Services to  
2,810 seniors  
and dependent  
adults



37

Provided 37  
children a  
permanent  
home through  
adoptions

## Relevant Legislation and Policy Changes

### ◆ **Emergency Child Care Bridge Program**

- ◆ Effective January 1, 2018, resource families and other families that have a child placed with them, including non-minor dependent parents, are eligible for up to one year of child care assistance while securing long-term subsidized child care.
- ◆ Families may also receive assistance from a child care navigator with identifying child care, attaining subsidized child care, and developing a long-term child care plan appropriate to the child's age and needs.
- ◆ Child care programs that serve Bridge Program participants shall receive training and coaching on how to provide trauma-informed care.

### ◆ **Resource Family Approval for Respite Caregivers**

- ◆ Effective January 1, 2018, licensed foster family homes who provided temporary respite care for a foster child in calendar year 2017 shall undergo the new process and standards for resource home approval.

### ◆ **Funding for Emergency Caregivers**

- ◆ Effective March 30, 2018, the pay rate for caregivers who take child or a non-minor dependent emergency placement will increase to the same amount as paid to resource families.

### ◆ **In-Home Supportive Services Maintenance of Effort**

- ◆ The In-Home Supportive Services (IHSS) Maintenance of Effort (MOE) defines counties' share of cost for the administration of the IHSS program. Under the terms of the new IHSS MOE, the State will cap the amount it will appropriate for IHSS county and public authority administration costs each year in the Budget Act. Counties are expected to fund any administrative costs in excess of its IHSS MOE and State allocation.

## Employment & Benefit Services Division

### FY 2017-18 Program Highlights

- ◆ Increased the overall CalFresh participation rate by 14 percent through the use of geo-mapping data to inform outreach strategies and conducting system improvement events.
- ◆ Implemented telephonic signatures for semi-annual reporting, prioritizing customer service, and increasing the ease by which benefits can be maintained; since October 2017, approximately 12 percent of reports have been completed via telephonic signature.
- ◆ Implemented support services targeted at CalWORKs families with children ages 0-3 including diaper benefits and home visiting in partnership with the County's Health Services Agency and Families Together.
- ◆ Merged the Workforce Development Board into the Employment and Benefit Services Division to streamline and better coordinate employment services for both job seekers and businesses.

### Strategic Priorities for FY 2018-19

- ◆ Increase access to benefits and services through increased outreach and collaboration with County Departments and community partners.
- ◆ Utilize the California Department of Social Services' homeless services funding to provide outreach, housing navigation, and case management to vulnerable individuals and families experiencing homelessness.
- ◆ Expand employment services' supports through the coordination of CalWORKs, CalFresh Employment and Training, and Workforce Innovation and Opportunity Act funding.

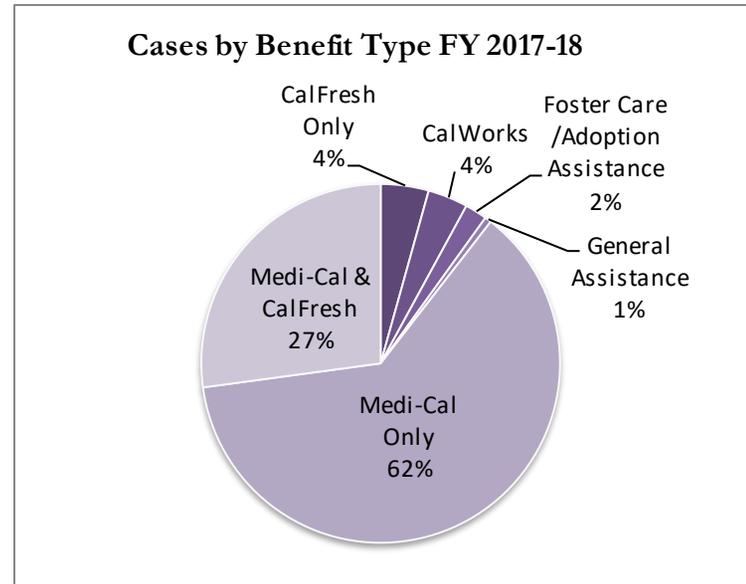
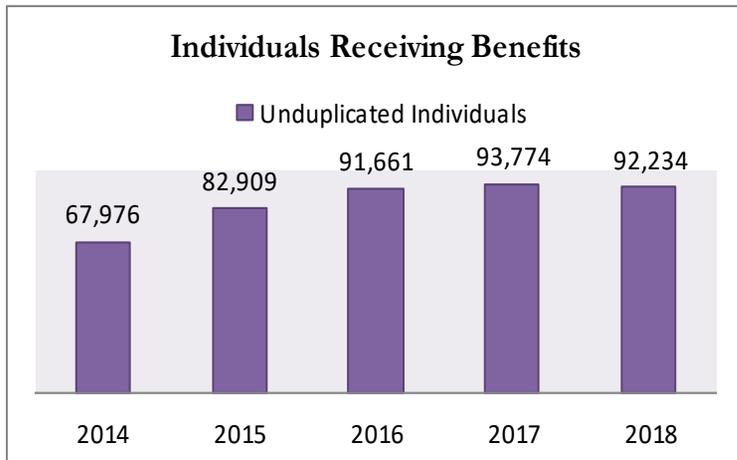
## Employment & Benefits Services Division

In FY 2017-18, the **Employment & Benefit Services Division** (EBS D) provided public benefit assistance to more than 92,000 unique individuals representing almost 50,000 households served through:

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

In FY 2017-18, approximately 96 percent of persons receiving benefits through the County received Medi-Cal.

Over the course of FY 2017-18, approximately one-third of all Santa Cruz County residents received benefits from one or more of HSD's public assistance programs.



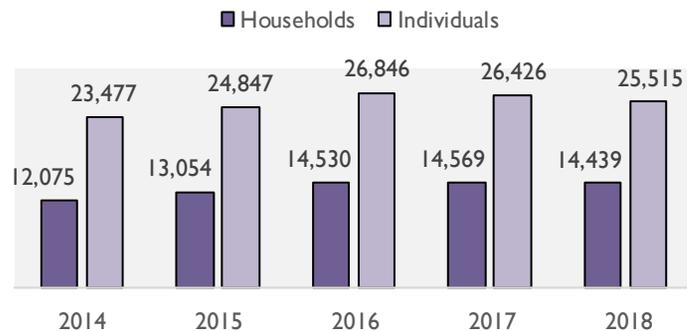
## Employment & Benefits Services Division: CalFresh & Medi-Cal

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

In FY 2017-18, a monthly average of 25,500 persons received CalFresh food assistance. Approximately 37,400 County residents are eligible for CalFresh assistance.

In FY 2017-18, the County issued \$3.4 million in CalFresh benefits every month or more than \$41 million over the course of the year.

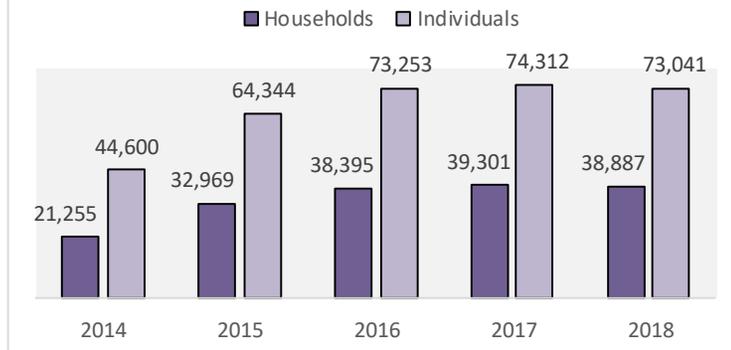
**Households & Individuals Receiving CalFresh Benefits (Monthly Average)**



Historically, the **Medi-Cal** program has provided health coverage for low-income families and disabled and aged adults. In 2014, under Health Care Reform, Medi-Cal became available for childless adults ages 19-64.

- ◆ On a monthly basis almost twice the number of households have health care coverage via Medi-Cal than in 2013.

**Households & Individuals Receiving Medi-Cal Benefits (Monthly Average)**



## Employment & Benefits Services Division: CalWORKs & Welfare-to-Work

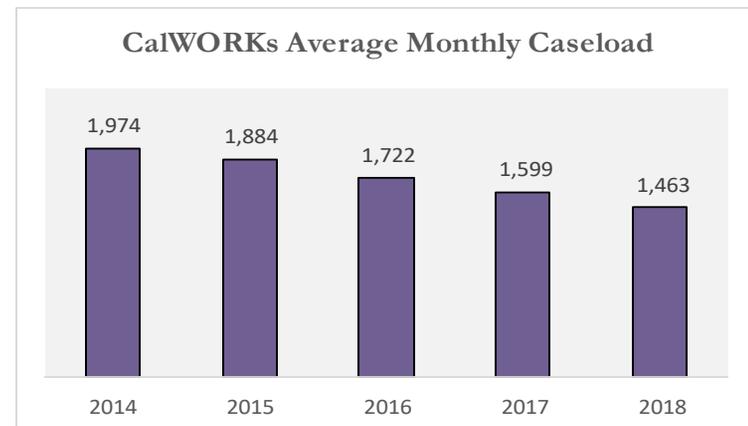
The **California Work Opportunity and Responsibility to Kids (CalWORKs)** program offers temporary cash assistance and employment services, known as **Welfare to Work**, to needy families with children under 19 years of age.

Welfare to Work services that assist families to become self-reliant include:

- ◆ Child care
- ◆ Substance use and mental health services
- ◆ Transportation
- ◆ Job training and educational assistance
- ◆ Subsidized employment

In FY 2017-2018:

- ◆ An average of 1,463 households were assisted by CalWORKs on a monthly basis
- ◆ Seventy-eight percent of persons assisted through the CalWORKs program were children under the age of 18
- ◆ Eighty-seven percent of CalWORKs households were headed by women



In FY 2017-18, approximately \$10 million in CalWORKs cash aid benefits and \$2.4 million in child care benefits were disbursed, totaling more than \$12 million going into the Santa Cruz economy.

### General Assistance

The County funded **General Assistance (GA)** program assists indigent adults who are incapacitated, unemployed, or homeless, and ineligible or awaiting other assistance, to meet their basic needs.

- ◆ In FY 2017-18, the average monthly GA caseload was 240

## Family and Children's Services Division

### FY 2017-18 Program Highlights

- ◆ Reduced the use of congregate care placements for children in foster care by more than 40 percent through increased supports for, and identification of, foster families.
- ◆ Partnered with the Santa Cruz Museum of Art and History on the Lost Childhoods exhibit which highlighted the experiences of foster youth; 71,000 people visited the exhibit during its six-month run.
- ◆ Implemented additional components of the Statewide Continuum of Care Reform (CCR) and its Child and Family Team (CFT) process. The CFT brings together families receiving child welfare services and individuals who are invested in the family's success to work together to identify each family member's strengths and needs, define and reach goals for the child, and develop youth and family-centered case plans.
- ◆ Partnered with the County's Probation Department and County Counsel on the development of "Dual Status" policies and procedures in order to provide a coordinated approach to services for youth involved in both Child Welfare and Probation.
- ◆ Initiated the Bringing Families Home program to address the homeless situation of families involved in the child welfare system; to date, nineteen families have participated in the program, including seven families who were housed through the program.

### Strategic Priorities for FY 2018-19

- ◆ Collaborate with Children's Behavioral Health and Probation to improve services to youth involved in Child Welfare and Probation including identifying and addressing service gaps.
- ◆ Finalize a regional Request for Proposals in partnership with the Counties of Monterey and San Benito for therapeutic foster care services to assist youth in stepping down from Short Term Residential Treatment Programs.
- ◆ Conduct a self-assessment in partnership with the County's Probation Department in preparation for the next System Improvement Plan's implementation in 2021-2026.

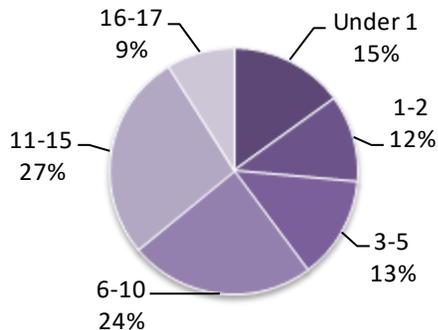
## Family and Children's Services Division: Child Welfare Services

### Child Welfare Services

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.

- ◆ In calendar year (CY) 2017, FCS received 2,651 calls in reference to child abuse or neglect allegations

**Children with Substantiated Referrals by Age (CY 2017)**



### Types of Child Welfare Services

- ◆ Emergency Response & Dependency Investigations
- ◆ Family Maintenance
- ◆ Family Reunification & Permanency Planning
- ◆ Resource Family Approval

### Child and Family Outcomes

FCS continues to perform well on national and State outcome measures, including:

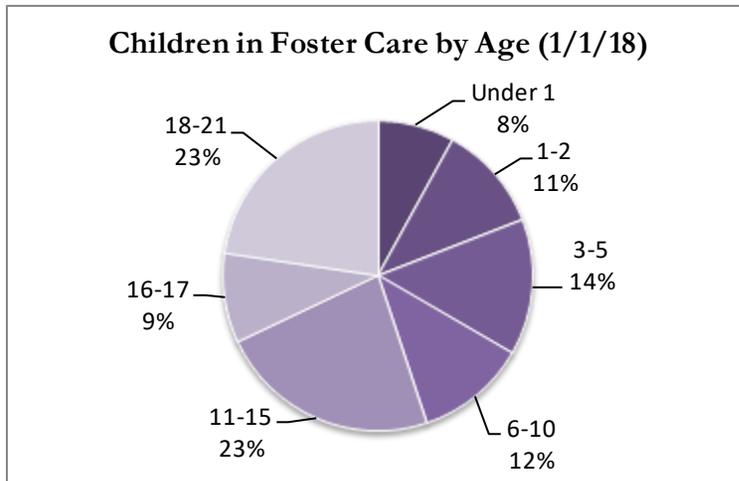
- ◆ Ninety-four percent of children who experienced maltreatment did not experience a second incident of substantiated maltreatment within 6 months
- ◆ Forty-five percent all children who were in out-of-home care for 12—23 months were either reunified with their families, adopted, or attained legal guardianship, compared to the federal standard of 44 percent
- ◆ Historically, approximately 50 percent of children in out-of-home care were placed with relatives or non-relative extended family members, compared to the Statewide average of 36 percent; while the County anticipates this trend has continued, data for FY 2017-18 is not yet available.

## Family and Children’s Services Division: Foster Care

**Foster care** provides children who have been removed from their parents due to abuse or neglect with a temporary safe and nurturing home environment while their parents receive counseling and other services aimed at enabling them to be reunited with their children.

In FY 2017-18:

- ◆ On a monthly basis, an average of 206 children were in out-of-home placement
- ◆ Approximately 70 percent of the children were placed with some or all of their siblings



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

### Forever Families Adoption Program

**Adoption** services are provided to children who are unable to stay with their families. Services include:

- ◆ Recruiting and screening prospective adoptive parents
- ◆ Finalizing adoptions
- ◆ Providing post adoption services

Adoptions & Adoption Assistance	FY 17-18
Finalized Adoptions	37
Average Monthly Adoption Assistance Cases	618

## Family and Children’s Services Division: Continuum of Care Reform

AB 403, known as Continuum of Care Reform (CCR), was passed in October 2015. CCR intends to improve outcomes for children and youth in foster care and on Probation by:

- ◆ Using comprehensive initial child assessments;
- ◆ Increasing family and youth engagement in placement decision making and case planning;
- ◆ Increasing the use of home-based family care, as well as providing services and supports to these caregivers;
- ◆ Reducing the long-term use of group care; and
- ◆ Reducing the duration of involvement with child welfare and juvenile justice by achieving permanency more quickly.

During FY 2017-2018, the County worked closely with local group homes to support their conversion to Short Term Residential Treatment Programs (STRTP). A diligent effort was made to step down as many youth as possible from group homes to home based family care.

**Chart A** illustrates the number of child welfare youth in congregate care on a monthly basis in 2017; under CCR, the number of youth in congregate care has been significantly reduced.

<b>High</b>	<b>24 (3/2017)</b>
<b>Mean</b>	<b>19</b>
<b>Low</b>	<b>12 (12/2017)</b>

A second CCR implementation goal is to limit stays in congregate care to six months or less. **Chart B** shows the length of time youth in group home care on May 8, 2018, had spent in a group home setting.

The overall number of children in group home care has been reduced from 26 youth in June of 2017 to seven youth in May of 2018. The overall number of children in group home care for more than six months has been reduced from ten youth in June 2017 to four youth in May 2018.

Less than 30 days	1	14%
30 to 59 days	1	14%
60 to 119 days	1	14%
120 to 299 days	0	0%
300 to 364 days	0	0%
365 or more days	4	57%
<b>Total</b>	<b>7</b>	<b>100%</b>

## Adult & Long Term Care

### FY 2017-18 Program Highlights

- ◆ Increased the Veterans Services Office's presence in Watsonville to fulltime and augmented staffing countywide with volunteers and work-study students resulting in increased community outreach and reduced appointment wait times from 3-4 weeks to 0-5 days.
- ◆ Negotiated a new labor agreement for In-Home Supportive Services (IHSS) Providers, resulting in better wages, benefits, and working relationships.
- ◆ Hosted the second annual Caring Community Summit which brought together professionals and community members to increase collaboration, foster caregiver recruitment and retention, and promote the wellbeing of older and disabled adults and their caregivers.
- ◆ Improved the enrollment process for IHSS Providers by both purchasing a LiveScan machine and providing the service for a significantly reduced cost.

### Strategic Priorities for FY 2018-19

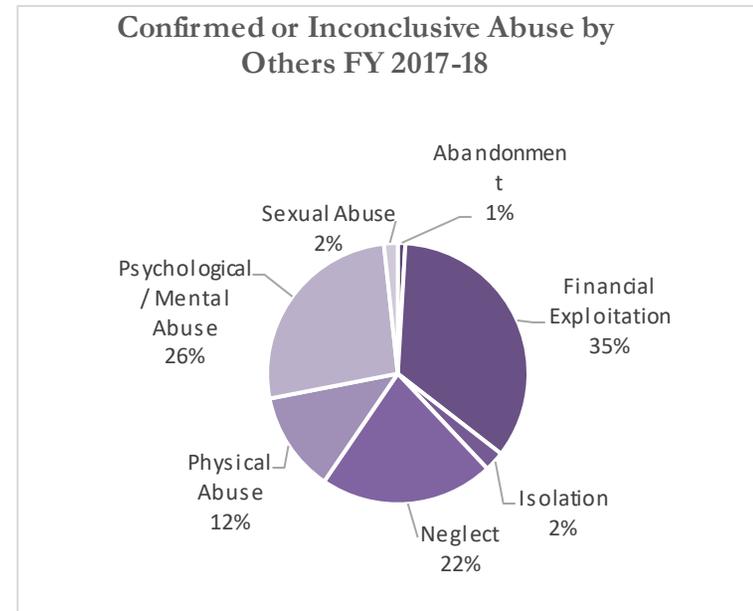
- ◆ Pilot a long-term case management team within the Adult Protective Services program to serve the most vulnerable adults including those experiencing homelessness or living with complex health, mental health, and cognitive challenges.
- ◆ Implement a one-stop option for caregiver candidates to expedite enrollment as an IHSS Provider.
- ◆ Increase awareness of senior isolation through a partnership with the Santa Cruz Museum of Art and History with the goal of introducing opportunities to reduce isolation through community engagement.
- ◆ Increase outreach to Veterans in remote areas in order to provide support and services to socially isolated Veterans including through the use of a mobile benefit application process.

## Adult & Long Term Care: Adult Protective Services

**Adult Protective Services (APS)** provides intervention services to protect elderly and dependent adults from abuse, neglect, or exploitation. In FY 2017-2018:

- ◆ Approximately three-quarters of persons referred to APS were elders; the remaining were dependent adults
- ◆ Approximately 82 percent of APS reports received an in-person investigation
- ◆ Approximately 55 percent 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 and hazards in the home

APS Referrals	FY 2017-18
Abuse/Neglect Referrals Received	1,406
Abuse/Neglect In-Person Investigations Completed	1,154
Clients Served (unduplicated count)	997



### Financial Abuse

Financial exploitation of both elderly and dependent adults represents 35 percent of all APS reports of abuse by others that were either confirmed or determined inconclusive — the largest category of APS reports of abuse by others.

Individuals exploited in this manner risk losing their homes as well as significant assets.

Strategies to combat financial abuse include:

- ◆ Responding to reports of potential financial abuse cases with the District Attorney's Office and law enforcement as members of the Financial Abuse Specialist Team (FAST)

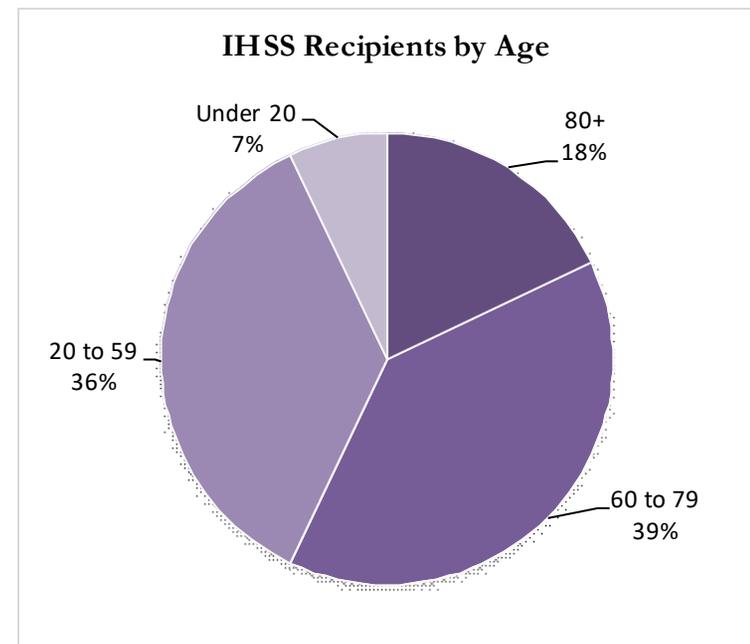
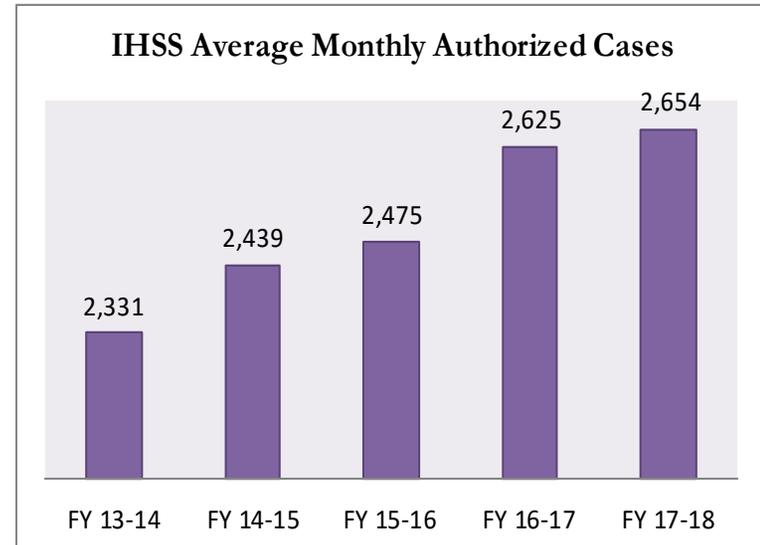
## Adult & Long Term Care: In-Home Supportive Services

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

In FY 2017-18:

- ◆ IHSS recipients were authorized to receive an average of 102 hours of assistance per month
- ◆ On average, 2,187 IHSS providers received a payment for services each month
- ◆ An average of 58 individuals attended orientations every month to become a new IHSS provider



## Adult & Long Term Care: Veterans Services Office

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 2017-18, the VSO assisted almost 1,000 Veterans with claims resulting in almost \$450,000 in new monthly benefits and more than \$2 million in retroactive and one-time benefits for County Veterans and their dependents.

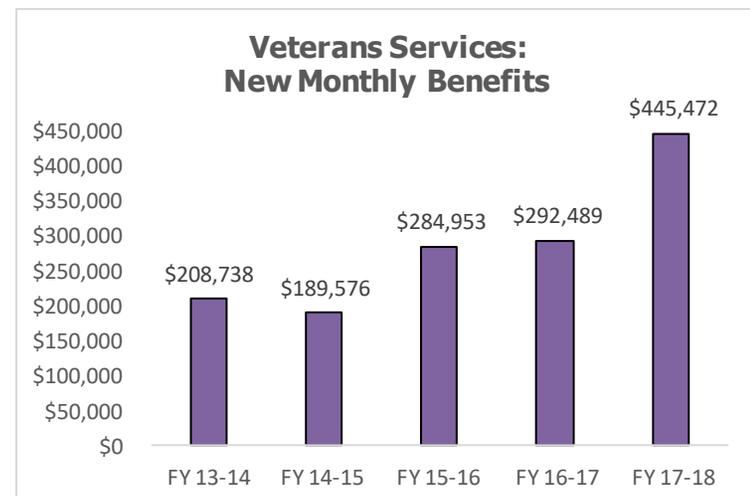
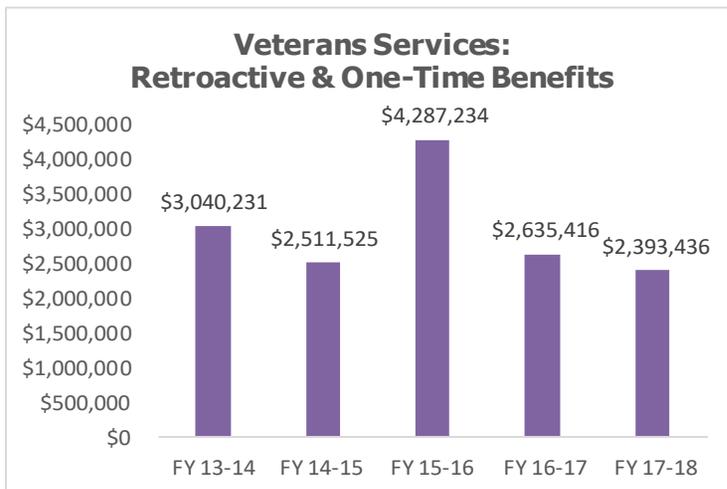
### Palo Alto Veterans Administration

**Medical Services:** the VSO coordinates transportation to medical services for the County’s most vulnerable Veterans through the Veterans Administration (VA).

- ◆ In FY 2017-18, the VSO arranged round trip transportation to the Palo Alto VA Medical Center for 55 Veterans.

**Medical Outreach Team:** the VA Medical Outreach Team provides County Veterans with initial access to VA healthcare, medical screenings, referrals to medical and mental health care specialists, and substance use disorder rehabilitation programs within the Palo Alto VA Health Care System.

- ◆ In FY 2017-18, the VA Medical Outreach Team provided 396 medical outreach appointments at the Veterans Memorial Building.



## Workforce Development Board

### FY 2017-18 Program Highlights

- ◆ Launched the second phase of the Proposition 39 project in partnership with the Counties of San Benito and Monterey, to train 55 individuals for positions related to energy efficiency; the project targets at-risk youth, women, veterans, and disadvantaged or disconnected job seekers.
- ◆ Collaborated with the Counties of Monterey, San Luis Obispo, and Santa Barbara, on a \$1 million Slingshot health care grant to develop a new Community Health Worker career pathway to both market careers in the health care industry and facilitate the ability of residents, especially youth, to attain employment in this industry.
- ◆ Launched Career Concourse ([santacruz.careerconcourse.com](http://santacruz.careerconcourse.com)), an easy to use online tool that helps Santa Cruz County residents learn more about local careers and job opportunities.
- ◆ Merged the Workforce Development Board (WDB) staff into the Employment and Benefit Services Division (EBSD). This merger created a new organizational structure that provides oversight and coordination of job seeker and business services across HSD's funding streams, resulting in increased opportunities to "braid" funding and resources to implement new initiatives and achieve economies of scale.

### Strategic Priorities for FY 2018-19

- ◆ Introduce a new Business Services Manager position dedicated to business engagement. The position will allow for both a more comprehensive approach to business development and the cultivation of additional job openings and referrals for clients.
- ◆ Launch a new career pathways initiative to connect local businesses with educational institutions in order to help County residents obtain and advance in high-demand careers.
- ◆ Partner with the Counties of San Benito and Monterey to engage the Monterey/Santa Cruz Building and Construction Trades Council to assist with placing graduates from the third phase of the Proposition 39 project into apprenticeships; the project's third phase will train 55 individuals, targeting at-risk youth, women, veterans, and disadvantaged or disconnected job seekers, in the building trades.
- ◆ Partner with the Health Improvement Partnership on the continued implementation of the Slingshot Healthcare Sector grant which seeks to develop a workforce skilled to meet the needs of the health care industry. Priorities for the year include supporting the health care industry's Health Care Career Awareness Campaign and Community Health Worker (CHW) Training initiatives.

## Workforce Development Board

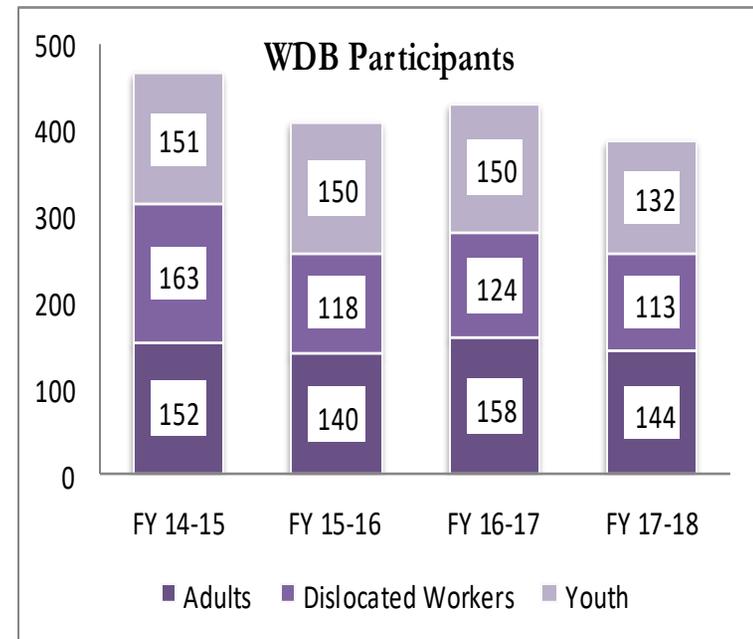
The **Workforce Development Board** (WDB) connects local job seekers with employers who are seeking qualified job applicants.

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 & 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
- ◆ Accessing retraining services



### Sueños Youth Employment Program

The **Sueños Youth Employment Program** provides disadvantaged youth in the Watsonville and Freedom areas with:

- ◆ Work experience
- ◆ Basic skills development
- ◆ Mentoring
- ◆ Leadership Services

In FY 2017-18 (YTD), the Sueños program enrolled 132 youth including 73 youth who are out of school and 59 who are in-school.

- ◆ Sixty-five of the youth are in subsidized employment,<sup>19</sup>

## Community Partners

In partnership with the community, HSD provides services that support and protect children, families, and adults, including those that are elderly or dependent, and provides resources and job training opportunities for persons who are unemployed

The Human Services Department contracts with nonprofit agencies and organizations to provide services and support to the community, including:

Cabrillo College	Monarch Services/Servicios Monarca
Community Action Board	Parents Center
Community Bridges	Rising International
Diversity Center	Santa Cruz County Office of Education
Downtown Streets Team	Santa Cruz County Community Ventures
Encompass Community Services	Santa Cruz Volunteer Center
Families In Transition	Second Harvest Food Bank
Goodwill Central Coast	United Way of Santa Cruz County
Homeless Services Center	Walnut Avenue Women's Center
Lilliput Children's Services	Watsonville Law Center
Meridian Psychotherapy Group	

The Human Services Department participates in and supports a variety of coalitions and collaborative workgroups, including:

211 and Community Assessment	First Five Commission	Smart Path to Housing and Health:
Project Steering Committees	Fund for Women & Girls Advisory	Coordinated Referral System
Benefits Collaborative	Board	Roadmap to Collective Mental
Child Welfare System Improvement	Go For Health Collaborative	Health Wellness
Plan Steering Committee	Health Improvement Partnership	Substance Abuse Disorder
Children's Network	Healthy Kids	Prevention and Treatment Plan
Community Data Mapping Project	Homeless Action Partnership	Youth Homelessness
Cradle to Career Initiative	All In: Toward a Home for Every	Demonstration Project
Financial Abuse Specialist Team	County Resident	Youth Violence Prevention Strategic
	Santa Cruz Connect	Plan

**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](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 215 E. Beach Street, Watsonville	454-7276	
<b>Workforce Santa Cruz County Career Centers</b>	18 W. Beach Street, Watsonville 2045 40 <sup>th</sup> Avenue, Capitola 1740 17th Avenue, Santa Cruz	763-8700 464-6286 476-7284	TTY 464-4358 TTY 464-4358

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